



Court Training Catalog

LIST OF CALIFORNIA COURT
ADMINISTRATIVE EDUCATION
RESOURCES BY COUNTY AS OF
03/15/2004

LISTING OF COURSES/CONTACTS BY COUNTY

County	Course		
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Alameda			
Contact	David Abel		dabel@alameda.courts.ca.gov
	Principal Analyst		
	1225 Fallon Street, Room 105		Tel 510/272-6124
	Oakland	CA 94612	Fax 510/272-0796
	ADA		
	CODES & CASE LAW RELATED TO OFFICE PRACTICES		
	DIVERSITY		
	ETHICS		
	LEAD WORKER		
	LEGAL INFORMATION vs. ADVICE		
	PEER COACHING		
	PERFORMANCE MANAGEMENT		
	RESUME PREPARATION		
<hr/>			
Contra Costa			
Contact	Dana Terrill		dtterr@sc.co.contra-costa.ca.us
	Senior Human Resources Analyst		
	649 Main Street, #103		Tel 925/646-1194
	Martinez	CA 94553	Fax 925/646-2747
	ADA INTRODUCTION		
	EMPLOYEE COUNSELING AND DISCIPLINARY ACTION		
	INTERVIEWING SKILLS		
	NEW EMPLOYEE ORIENTATION		

County**Course**

Fresno

Contact **Patty Wallace** **PWallace@fresno.ca.gov**
Training and Education Manager
1999 Tuolumne, Suite 802 **Tel 559/443-5560**
Fresno **CA** **93721** **Fax 559/443-5555**

**ALL YOU EVER WANTED TO KNOW ABOUT CHILD SUPPORT
BIST—BASIC IN-SERVICE TRAINING
CAREER ENCHANCEMENT TECHNIQUES
CODE OF ETHICS FOR COURT EMPLOYEES
CRIMINAL APPEALS
CRIMINAL MOTIONS
DMV ABSTRACT REPORTING
DOCUMENT DESTRUCTION
DOMESTIC VIOLENCE CYCLE
EFFECTIVE COMMUNICATION IN THE WORKPLACE
GETTING TO KNOW FAMILY LAW
HUMOR IN THE WORKPLACE
INTERVIEWS AND TESTING FOR NEW POSITIONS
PERSONAL COMPUTER TIPS
PREVENTING SEXUAL HARASSMENT
PUBLIC SERVICE WITH A SMILE
THE BOND PROCESS
TRAIN THE TRAINER
UNDERSTANDING DIVERSITY
VIOLENCE IN THE WORKPLACE**

Imperial

Contact **Nancy Kizziah** **nancy.kizziah@imperial.courts.ca.gov**
Training Coordinator
939 Main Street **Tel 760/482-4235**
El Centro **CA** **92243** **Fax**

**AMERICANS WITH DISABILITIES
PROFESSIONAL DEVELOPMENT
WRITTEN COMMUNICATION**

County**Course**

Kern**Contact****Rebekah Johnson****rebekahjohnson@co.kern.ca.us****Human Resources Analyst****1415 Truxtun Ave.****Tel 661/868-4633****Bakersfield CA 93301****Fax 661/861-2207****BEYOND BIAS****ETHICS FOR GOVERNMENT EMPLOYEES****FAMILY LAW PROCEDURES—DOMESTIC VIOLENCE****FELONY CRIMINAL PROCEDURES****JOB INTERVIEW SKILLS****JUVENILE PROCEDURES****PERFORMANCE APPRAISAL****WRITING FOR RESULTS**

County**Course**

Los Angeles**Contact****Ruth Goziker****rgoziker@lasuperiorcourt.org****Administrator, Training Academy****9425 Penfield Avenue, Rm 3109****Tel 818/576-8701****Chatsworth****CA****91311****Fax****BAFA-BAFA****CASH HANDLING****CODE OF ETHICS TRAINING****CONDUCTING EFFECTIVE MEETINGS****CRIMINAL RECORDS SECURITY****CRIMINAL RECORDS SECURITY****CUSTOMER SERVICE****DISABILITIES AWARENESS****EFFECTIVE INTERVIEWING****EFFECTIVE WRITING****FAIRNESS IN THE COURTS****FRAUD AWARENESS****FRONTLINE LEADERSHIP****GRAMMAR REVIEW****HOW TO HAVE A SUCCESSFUL JOB INTERVIEW****HUMAN RESOURCE MANAGEMENT--BASIC SUPERVISION****INJURY AND ILLNESS PREVENTION****LEADERSHIP FOR RESULTS****NAVIGATING CHANGE****NUTS AND BOLTS****OFFICE SAFETY****OVERCOMING NEGATIVITY****OVERVIEW OF THE COURT****PERFORMANCE MANAGEMENT****PUBLIC SPEAKING****REPETITIVE MOTION INJURY PREVENTION****RETURN-TO-WORK****SEXUAL HARASSMENT PREVENTION****STRESS MANAGEMENT****SUPPORTING CUSTOMER SERVICE I****SUPPORTING CUSTOMER SERVICE II****TRAIN THE TRAINER****TRAINING ONE-ON-ONE**

County	Course
	WHAT'S BUGGING YOU? ANGER MANAGEMENT WORKING
	WORKING: FOR MANAGERS
	WRITING A WINNING RESUME

WHAT'S BUGGING YOU? ANGER MANAGEMENT
WORKING
WORKING: FOR MANAGERS
WRITING A WINNING RESUME

Modoc				
Contact	Linda Ostoja			linda.ostoja@modoc.courts.ca.gov
	Court Executive Officer			
	205 South East Street			Tel 530/233-6233
	Alturas	CA	96101	Fax 530/233-6500
ON-THE-JOB TRAINING				

ON-THE-JOB TRAINING

Orange

Contact	Janet Hamlin Clinkscales	jhamlin@occourts.org
	Organizational Development Manager	
	700 Civic Center Drive West	Tel 714/834-5983
	Santa Ana CA 92701	Fax 714/834-7477

AMERICANS WITH DISABILITIES
AMERICANS WITH DISABILITIES
BEYOND BIAS: ACCESS AND FAIRNESS IN THE COURTS
CAREER DEVELOPMENT
EMPLOYEE ORIENTATION—SUPERVISOR WORKSHOP
EMPLOYMENT ORIENTATION
ERGONOMICS
GROUPWISE
HANDLING CHANGE
IN-HOUSE APPLICATIONS
JURY FOR WINDOWS
MACROS & TEMPLATES
OMNI FORM
PERFORMANCE EVALUATIONS
PRESENTATION SKILLS
PRESENTATION SKILLS
RETIREMENT BENEFITS
SEXUAL HARASSMENT

Fax 714/834-7477

SEXUAL HARASSMENT

County**Course**

Placer**Contact****Nancy Davis****ndavis@placerco.org****Human Resources Manager****11532 B Avenue****Tel 530/886-1242****Auburn****CA****95603****Fax 530/886-1283****INTERPERSONAL COMMUNICATIONS SKILLS
POLICIES**

County**Course**

Riverside**Contact****Pam Payne****PPAYNE@co.riverside.ca.us****Branch Administrator****4075 Main St., Ste. 310****Tel 909/955-6973****Riverside****CA****92501****Fax 909/955-5505****AMERICANS WITH ABILITIES (ADA TRAINING)****BAFA BAFA****BEYOND BIAS-FAIRNESS IN THE COURTS****CASH MANAGEMENT****CIVIL 101****CLETS—CALIFORNIA LAW ENFORCEMENT TELECOMMUNICATI****CUBS/RPCS COLLECTOR SCREENS****CUBS/RPCS INTRODUCTION****CUBS/RPCS PROGRAMMING CLASS****CUSTOMER SERVICE PART I****CUSTOMER SERVICE PART II****DEATH PENALTY APPEAL PROCESS****DOCUMENT IMAGING****DOMESTIC VIOLENCE****EFFECTIVE WRITTEN COMMUNICATION****E-MAIL****EMERGENCY PREPAREDNESS****ERGONOMICS****ETHICS****FIRST AID & CPR TRAINING****HANDLING LIFE CHANGE****INTERPERSONAL COMMUNICATION****JUVENILE 101- Part I - DEPENDENCY****JUVENILE 101- Part II - DEPENDENCY****MICROSOFT WORD - BEGINNING****ORIENTATION TO THE COURT SYSTEM****PERSONAL SAFETY AND SECURITY IN THE COURTS****POWERPOINT****PROFESSIONAL TELEPHONE SKILLS****SEXUAL HARASSMENT AWARENESS****SO YOU WANT TO BE A COURTROOM ASSISTANT?****VIOLENCE IN THE WORKPLACE**

County**Course**

Sacramento

Contact **Martie Tillotson** **tillotm@saccourt.com**
Training Assistant
720 Ninth Street **Tel 916/874-6900**
Sacramento CA 95814 **Fax 916/874 8411**

BASIC IN-SERVICE TRAINING
CUSTOMER SERVICE IN THE COURT
LEADERSHIP FOR RESULTS
MEET YOU AT THE CROSSROADS
NEW EMPLOYEE ORIENTATION
STAFF SAFETY AND ERGONOMIC INJURY PREVENTION PROGRA
WORKPLACE VIOLENCE PREVENTION

San Bernardino

Contact **Glenda G. Lane** **glane@courts.sbcounty.gov**
Court District Manager/Training
172 W. Third St., 2nd Floor **Tel 909/387-0193**
San Bernardino CA 92415 **Fax 909/387-6650**

BACK HEALTH AND ERGONOMICS
BEYOND BIAS
CASE SPECIFIC TRAINING
COURT "CORE"
COURTROOM CLERK ORIENTATION
CPR/FIRST AID
CUSTOMER SERVICE
ETHICS
INTERPRETER ORIENTATION
INTERVIEWING TIPS
NEW EMPLOYEE ORIENTATION
SEXUAL HARASSMENT
SUPERVISORY CLASSES

County	Course		
San Diego			
Contact	Personnel Department		Lee.bebb@sdcourt.ca.gov
	330 West Broadway		Tel 619/531-4053
	San Diego	CA 92101	Fax 619/531-3386
	SO YOU WANT TO BE A SUPERVISOR SERIES		
Contact	Personnel Department		Lee.bebb@sdcourt.ca.gov
	330 West Broadway		Tel 619/531-4053
	San Diego	CA 92101	Fax 619/531-3386
	(DIS)ABILITY AWARENESS		
	BALANCE BEAM		
	BEYOND BIAS: ASSURING FAIRNESS IN THE COURTS		
	COACH ME!		
	COURTROOM CLERK TRAINING SERIES		
	CO-WORKER COMMUNICATION		
	EFFECTIVE INTERPERSONAL COMMUNICATION		
	EFFECTIVE MEETING SKILLS		
	ERGONOMICS		
	ETHICS		
	FUNDAMENTALS OF COACHING		
	GRAMMAR POWER		
	GRAMMAR POWER		
	INTERVIEWING FOR SUPERVISORS AND MANAGERS		
	MANAGING CHANGE		
	MANAGING NEGATIVITY IN THE WORKPLACE		
	MANAGING YOUR ASSERTIVE STYLE		
	ONE-ON-ONE TRAINING		
	ON-THE-JOB TRAINING		
	PERFORMANCE EVALUATIONS		
	PERSONAL SAFETY AND SECURITY		
	PROCEDURE WRITING		
	PROMOTIONAL INTERVIEWING		
	SEXUAL HARASSMENT PREVENTION		
	STEPPING UP TO SUPERVISION SERIES		
	WRITING FOR RESULTS		

County**Course**

San Francisco

Contact **Adrienne Williams** **awilliams@sftc.org**
Training Technician
400 McAllister Street, #009 **Tel 415/551-3621**
San Francisco CA 94102 **Fax 415/551-5972**

ADA COMPLIANCE TRAINING
BEYOND BIAS
BUILDING LEADERSHIP SKILLS
CIVIL TRAINING—COURTROOM CLERK
COMPUTER FITNESS
COMPUTER TRAINING
CRIMINAL TRAINING—COURTROOM CLERK
FELONY SENTENCING—COURTROOM CLERK
THE BALANCE BEAM

San Joaquin

Contact **Bea Gin** **bea.gin@courts.san-joaquin.ca.us**
Court Administrative Specialist
222 E. Weber Street **Tel 209/468-2956**
Stockton CA 95202 **Fax 209/468-8576**

CRIMINAL LAW
THE COURT AS THE THIRD BRANCH OF GOVERNMENT

San Luis Obispo

Contact **Gaye Clark** **gclark@co.slo.ca.us**
Court Human Resources Director
1035 Palm Street, Room 385 **Tel 805/781-5146**
San Luis Obispo CA 93408 **Fax 805/781-1159**

BEYOND BIAS
CASH AND BAIL BONDS
CLETS
DMV REPORTING
OVERVIEW OF CRIMINAL CALENDARS
VERTICAL FELONY CALENDARS

County**Course**

San Mateo**Contact****Suzanne C. Allen****sallen@co.sanmateo.ca.us****Court Training Manager****400 County Center, 1st Fl., Rm. A Tel 650/599-7454****Redwood City CA 94063 Fax 650/363-4698****DIVISIONAL OVERVIEWS****GROUPWISE I****GROUPWISE II****NEW EMPLOYEE ORIENTATION**

County**Course**

Santa Clara**Contact****Mike Terry****MTerry@sct.co.santa-clara.ca.us****Court Analyst****191 North First Street****Tel 408/882-2864****San Jose****CA****95113****Fax 408/882-2794****ACCESS/FAIRNESS/DIVERSITY****BACK SAFETY****BALANCE BEAM I/II****BEYOND BIAS****BIST****BLOODBORNE PATHOGEN TRAINING FOR OFFICE WORKERS****COMPUTER BASED ERGONOMICS****DEALING WITH CONFLICT****EFFECTIVE BUSINESS WRITING****ENGLISH BASICS****ERGONOMICS****GENERAL SAFETY****HAZARD COMMUNICATION****HOW TO RETAIN & MOTIVATE GREAT WORKERS****MANAGING THE POWER OF EXPECTATIONS (PYGMALION EFFE****PROBLEM SOLVING AND DECISION MAKING****PROFESSIONALISM****SELECTING THE BEST: INTERVIEWING SKILLS****SO YOU WANT TO BE A SUPERVISOR!****SPENDING QUALITY TIME AT WORK****STRESS MANAGEMENT****TECHNOLOGY INTEGRITY****TELEPHONE COURTESY****TELEPHONE DOCTOR TRAINING, FIVE FORBIDDEN PHRASES****THE CODE OF ETHICS****WELCOME TO THE SUPERIOR COURT****WHAT IS LEGAL ADVICE?****WORK TEAMS AND THE WIZARD OF OZ****WORLD'S WORST CUSTOMER**

County**Course**

Shasta

Contact **Barbara Cook** **bcook@shastacourts.com**
Human Resources Assistant - Training Coor
1500 Court Street, Room 205 **Tel 530-245-6721**
Redding **CA** **96001** **Fax 530/225-5626**

ACCESSIBILITY
ACCESSIBILITY
ETHICS
ORIENTATION
SEXUAL HARASSMENT
SEXUAL HARASSMENT

Stanislaus

Contact **Linda Romero Soles** **Linda.Romero-Soles@stanct.org**
Deputy Executive Officer
800 11th Street, Rm. 100 **Tel 209/525-7794**
Modesto **CA** **95354** **Fax 209/525-6385**

CUSTOMER SERVICE EXCELLENCE
FACILITIES: PLANNING RELOCATIONS
FAIRNESS IN THE WORKPLACE

County**Course**

Tulare**Contact****Doreen Vitale****dvitale@co.tulare.ca.us****Superior Court Services Analyst****County Civic Center, Rm. 101****Tel 559/733-6561****Visalia****CA****93291****Fax 559/730-2772****COURT PROCEDURES IN PROCESSING PRISON PACKETS****COURTROOM DEMEANOR****COURTROOM DEMEANOR****CPR/FIRST AID****JURY SERVICES****JUVENILE DRUG COURT OVERVIEW****SAFETY IN THE WORKPLACE****SEXUAL HARASSMENT****SUPERVISORY ACADEMY****VIOLENCE IN THE WORKPLACE****WORKERS' COMPENSATION**

County**Course**

Ventura**Contact**

Lorraine Benavides
Staff Development Coordinator
800 S. Victoria Avenue
Ventura CA 93009

lorraine.benavides@mail.co.ventura.c
Tel 805/339-2925
Fax 805/650-4032

ADOPTIONS
APPEALS TRAINING
BEYOND BIAS: FAIRNESS IN THE COURTS
CAREER ENHANCEMENT
CIVIL
CLETS TRAINING
CULTURAL ASPECTS IN COURT
EFFECTIVE COMMUNICATION—INTERPERSONAL SKILLS
ETHICS
EXHIBIT TRAINING
FAMILY LAW
GROUPWISE E-MAIL BASIC AND HOW-TO'S
JUDICIAL ASSISTANT TRAINING PROGRAM
JUVENILE
MS PUBLISHER
MS WORD
NEW EMPLOYEE ORIENTATION—AN INTRODUCTION TO THE
PROBATE
SMALL CLAIMS
UNLAWFUL DETAINERS
VISION TRAINING

Yolo**Contact**

Arline Lisinski
Court Operations Analyst/Training Coordin
601 Court Street
Woodland CA 95695

Alisinski@YoloCourts.com
Tel 530/666-8068
Fax

IN-HOUSE TRAINING

Communications

Course: COURTROOM DEMEANOR

Description: Contact court for more information.

Length:

Target Audience:

Materials Available: ☐

Willing To Train Others: ☐

Court: Superior Court of California, **Contact:** Doreen Vitale 559/733-6561
County of Tulare dvitale@co.tulare.ca.us

Course: CO-WORKER COMMUNICATION

Description: Increases awareness of communication in difficult and emotional situations. Presents steps to make interactions with staff and customers effective.

Length: 4 hours

Target Audience: All Levels

Materials Available: ☒

Willing To Train Others: ☒

Court: Superior Court of California, **Contact:** Personnel Department 619/531-4053
County of San Diego Lee.bebb@sdcourt.ca.gov

Course: EFFECTIVE COMMUNICATION IN THE WORKPLACE

Description: Contact court for more information.

Length: 2 hours

Target Audience: Entry Level, Supervisors, Man

Materials Available: ☒

Willing To Train Others: ☒

Court: Superior Court of California, **Contact:** Patty Wallace 559/443-5560
County of Fresno PWallace@fresno.ca.gov

Course: EFFECTIVE COMMUNICATION—INTERPERSONAL SKILLS

Description: Court related situation and communications associated with managers, supervisors, co-workers and customers. Shows how behavior affects communication, plus reviews speaking and listening skills.

Length: 4 hours

Target Audience: All Levels

Materials Available: ☒

Willing To Train Others: ☒

Court: Superior Court of California, **Contact:** Lorraine Benavides 805/339-2925
County of Ventura lorraine.benavides@mail.co.ventura.ca.

Communications

Course: EFFECTIVE INTERPERSONAL COMMUNICATION

Description: Participants review and practice speaking skills and listening proficiency in court-related situations. Class # II concentrates on coworker and supervisor interactions.

Length: 4 hours each

Target Audience: Nonsupervisory Staff

Materials Available: ☒

Willing To Train Others: ☒

Court: Superior Court of California,
County of San Diego

Contact: Personnel Department 619/531-4053
Lee.bebb@sdcourt.ca.gov

Course: FRONTLINE LEADERSHIP

Description: Vendor-packaged interpersonal skills units targeting supervisors, managers, and executives

Length: 7 to 19 half-days

Target Audience: Managers, Supervisors

Materials Available: ☐

Willing To Train Others: ☐

Court: Superior Court of California,
County of Los Angeles

Contact: Ruth Goziker 818/576-8701
rgoziker@lasuperiorcourt.org

Course: INTERPERSONAL COMMUNICATION

Description: Networking, perceptual differences, how to listen, communication styles, giving and receiving criticism.

Length: 2 hours

Target Audience: All Staff

Materials Available: ☐

Willing To Train Others: ☐

Court: Superior Court of California,
County of Riverside

Contact: Pam Payne 909/955-6973
PPAYNE@co.riverside.ca.us

Course: INTERPERSONAL COMMUNICATIONS SKILLS

Description: New employees taught how to communicate more clearly and confidently.

Length: 3 hours

Target Audience: Entry Level

Materials Available: ☒

Willing To Train Others: ☐

Court: Superior Court of California,
County of Placer

Contact: Nancy Davis 530/886-1242
ndavis@placerco.org

Communications

Course: MANAGING YOUR ASSERTIVE STYLE

Description: Provides an understanding of assertive vs. aggressive or passive behavioral styles. Learning to be assertive reduces conflict, stress and job dissatisfaction.

Length: 3.5 hours

Target Audience: All Levels

Materials Available: ☒

Willing To Train Others: ☒

Court: Superior Court of California,
County of San Diego

Contact: Personnel Department 619/531-4053
Lee.bebb@sdcourt.ca.gov

Course: PRESENTATION SKILLS

Description: Public speaking and visual aids.

Length: 3 hours

Target Audience: Entry Level, Supervisor, Mana

Materials Available: ☒

Willing To Train Others: ☐

Court: Superior Court of California,
County of Orange

Contact: Janet Hamlin Clinkscal 714/834-5983
jhamlin@occourts.org

Course: PROFESSIONAL TELEPHONE SKILLS

Description: Improve customer service skills by knowing and using proper telephone skills, managing caller objections, taking proper telephone messages and understanding the customer's needs.

Length: 3 hours

Target Audience: All employees

Materials Available: ☒

Willing To Train Others: ☒

Court: Superior Court of California,
County of Riverside

Contact: Pam Payne 909/955-6973
PPAYNE@co.riverside.ca.us

Course: PUBLIC SPEAKING

Description: Study and practice communication techniques effective in informing and persuading audiences through public speaking.

Length: 12 hours

Target Audience: All Staff

Materials Available: ☐

Willing To Train Others: ☐

Court: Superior Court of California,
County of Los Angeles

Contact: Ruth Goziker 818/576-8701
rgoziker@lasuperiorcourt.org

Communications

Course: **WORKING**

Description: Vendor-packaged interpersonal skills units targeting individual contributors.

Length: 5 to 12 half-days

Target Audience: Entry Level, Other

Materials Available: ☐

Willing To Train Others: ☐

Court: Superior Court of California,
County of Los Angeles

Contact: Ruth Goziker 818/576-8701
rgoziker@lasuperiorcourt.org

Course: **WORKING: FOR MANAGERS**

Description: Prepares managers to support skills their employees are learning in training classes.

Length: 5 half-days

Target Audience: Supervisor, Manager

Materials Available: ☐

Willing To Train Others: ☐

Court: Superior Court of California,
County of Los Angeles

Contact: Ruth Goziker 818/576-8701
rgoziker@lasuperiorcourt.org

Court-Related

Appeals

Course: **APPEALS TRAINING**

Description: How to file and process documents and confidentiality.

Length: 1 hour

Target Audience: Entry Level

Materials Available: ☒

Willing To Train Others: ☐

Court: Superior Court of California, County of Ventura Contact: Lorraine Benavides 805/339-2925
lorraine.benavides@mail.co.ventura.ca.

Appeals

Course: **CRIMINAL APPEALS**

Description: Describes appeals, appropriate timelines, overview of appeal process, procedures for felony/misdemeanor

Length: 2 hours

Target Audience: Entry Level, Supervisor

Materials Available: ☒

Willing To Train Others: ☐

Court: Superior Court of California, County of Fresno Contact: Patty Wallace 559/443-5560
PWallace@fresno.ca.gov

Appeals

Course: **DEATH PENALTY APPEAL PROCESS**

Description: Class designed to meet the criteria set forth in the California Rules of Court in the realm of capital case processing.

Length: 3 hours

Target Audience: All Employees

Materials Available: ☒

Willing To Train Others: ☐

Court: Superior Court of California, County of Riverside Contact: Pam Payne 909/955-6973
PPAYNE@co.riverside.ca.us

Cashiering

Course: **CASH AND BAIL BONDS**

Description: Using applicable statutes, learn procedures for processing bonds.

Length: 4 hours

Target Audience: Entry Level, All Clerks

Materials Available: ☒

Willing To Train Others: ☐

Court: Superior Court of California, County of San Luis Obispo Contact: Gaye Clark 805/781-5146
gclark@co.slo.ca.us

Court-Related

Cashiering

Course: **CASH HANDLING**

Description: Receiving money, making change, accepting checks and credit cards, balancing funds, etc.

Length: 4 hours

Target Audience: Entry Level, Supervisors, Othe

Materials Available: ☐

Willing To Train Others: ☐

Court: Superior Court of California,
County of Los Angeles

Contact: Ruth Goziker 818/576-8701
rgoziker@lasuperiorcourt.org

Cashiering

Course: **CASH MANAGEMENT**

Description: Money transactions: Cash handling, balancing, making change, endorsement criteria.

Length: 2 hours

Target Audience: All Staff

Materials Available: ☒

Willing To Train Others: ☐

Court: Superior Court of California,
County of Riverside

Contact: Pam Payne 909/955-6973
PPAYNE@co.riverside.ca.us

Civil and Small Claims

Course: **CIVIL**

Description: Staff information sharing on various procedural filings and handling of documents.

Length: 1 hour

Target Audience: Entry Level

Materials Available: ☒

Willing To Train Others: ☐

Court: Superior Court of California,
County of Ventura

Contact: Lorraine Benavides 805/339-2925
lorraine.benavides@mail.co.ventura.ca.

Civil and Small Claims

Course: **CIVIL 101**

Description: Introductory class to provide a general overview and background of the Civil and Small Claims divisions.

Length: 3 hours

Target Audience: All Staff

Materials Available: ☒

Willing To Train Others: ☐

Court: Superior Court of California,
County of Riverside

Contact: Pam Payne 909/955-6973
PPAYNE@co.riverside.ca.us

Court-Related

Civil and Small Claims

Course: **CIVIL TRAINING—COURTROOM CLERK**

Description: Contact court for more information.

Length:

Target Audience: Civil Courtroom Clerks

Materials Available: ☒

Willing To Train Others: ☒

Court: Superior Court of California, County of San Francisco Contact: Adrienne Williams 415/551-3621
awilliams@sftc.org

Civil and Small Claims

Course: **SMALL CLAIMS**

Description: Staff training on how to process proof of service, new filings, claim of exceptions, order to appear.

Length: 1 hour

Target Audience: Entry Level

Materials Available: ☒

Willing To Train Others: ☐

Court: Superior Court of California, County of Ventura Contact: Lorraine Benavides 805/339-2925
lorraine.benavides@mail.co.ventura.ca.

Civil and Small Claims

Course: **UNLAWFUL DETAINERS**

Description: Processing and filing procedures.

Length: 3.5 hour

Target Audience: Entry Level, Supervisor

Materials Available: ☒

Willing To Train Others: ☒

Court: Superior Court of California, County of Ventura Contact: Lorraine Benavides 805/339-2925
lorraine.benavides@mail.co.ventura.ca.

Court Clerk

Course: **CASE SPECIFIC TRAINING**

Description: Employees receive classroom training specific to the kinds of material they are assigned to process, e.g. Civil, Criminal, Family Law, etc.

Length: 8 hours

Target Audience: Employees seeking promotion

Materials Available: ☒

Willing To Train Others: ☐

Court: Superior Court of California, County of San Bernardino Contact: Glenda G. Lane 909/387-0193
glane@courts.sbcounty.gov

Court-Related

Court Clerk

Course: **COURTROOM CLERK ORIENTATION**

Description: Basic courtroom clerk duties in trials, civil, criminal, probate, juvenile, family law, appeals.

Length: 6 days

Target Audience: Entry Level, Clerks changing a

Materials Available: ☒

Willing To Train Others: ☒

Court: Superior Court of California,
County of San Bernardino

Contact: Glenda G. Lane

909/387-0193

glane@courts.sbcounty.gov

Court Clerk

Course: **COURTROOM DEMEANOR**

Description: Contact court for more information.

Length:

Target Audience:

Materials Available: ☐

Willing To Train Others: ☐

Court: Superior Court of California,
County of Tulare

Contact: Doreen Vitale

559/733-6561

dvitale@co.tulare.ca.us

Court Clerk

Course: **JUDICIAL ASSISTANT TRAINING PROGRAM**

Description: Participants learn the duties and responsibilities of a Judicial Assistant and how to perform those duties.

Length: 8 weeks

Target Audience: Entry Level

Materials Available: ☒

Willing To Train Others: ☐

Court: Superior Court of California,
County of Ventura

Contact: Lorraine Benavides

805/339-2925

lorraine.benavides@mail.co.ventura.ca.

Court Clerk

Course: **THE COURT AS THE THIRD BRANCH OF GOVERNMENT**

Description: Explanation of the criminal and civil systems, the federal court system, the California court system and jury duty.
the Federal Court system, the California court system and jury duty.

Length: 2 hours

Target Audience: Entry Level, Supervisor, Mana

Materials Available: ☒

Willing To Train Others: ☐

Court: Superior Court of California,
County of San Joaquin

Contact: Bea Gin

209/468-2956

bea.gin@courts.san-joaquin.ca.us

Court-Related

Courtroom

Course: **JURY SERVICES**

Description: Contact court for more information.

Length:

Target Audience:

Materials Available: ☐

Willing To Train Others: ☐

Court: Superior Court of California, County of Tulare Contact: Doreen Vitale 559/733-6561
dvitale@co.tulare.ca.us

Courtroom

Course: **ORIENTATION TO THE COURT SYSTEM**

Description: This course will explain the California Judiciary, identify the courts of the judicial system, and discuss the Judicial Council and the Administrative Office of the Courts.

Length: 3 hours

Target Audience: All employees

Materials Available: ☒

Willing To Train Others: ☐

Court: Superior Court of California, County of Riverside Contact: Pam Payne 909/955-6973
PPAYNE@co.riverside.ca.us

Courtroom

Course: **THE BOND PROCESS**

Description: The various types and processes for bonds. Forfeitures, summary judgment, exonerations, bond surrenders, cash, bail, and property bond process. Cash bail and property bond process

Length: 2 hours

Target Audience: Entry Level, Supervisors

Materials Available: ☒

Willing To Train Others: ☐

Court: Superior Court of California, County of Fresno Contact: Patty Wallace 559/443-5560
PWallace@fresno.ca.gov

Criminal

Course: **CRIMINAL LAW**

Description: Infractions, misdemeanors and felonies: burden of proof, pretrial conferences, pleas, trials, verdicts and sentencing, probation, specialty courts, civil commitments and right of the accused.

Length: 4 hours

Target Audience:

Materials Available: ☐

Willing To Train Others: ☐

Court: Superior Court of California, County of San Joaquin Contact: Bea Gin 209/468-2956
bea.gin@courts.san-joaquin.ca.us

Court-Related

Criminal

Course: **CRIMINAL MOTIONS**

Description: Contact court for more information.

Length: 3 hours

Target Audience: Entry Level

Materials Available: ☐

Willing To Train Others: ☒

Court: Superior Court of California, County of Fresno Contact: Patty Wallace 559/443-5560
PWallace@fresno.ca.gov

Criminal

Course: **CRIMINAL TRAINING—COURTROOM CLERK**

Description: Contact court for more information.

Length:

Target Audience: Criminal Courtroom Clerks

Materials Available: ☒

Willing To Train Others: ☒

Court: Superior Court of California, County of San Francisco Contact: Adrienne Williams 415/551-3621
awilliams@sftc.org

Criminal

Course: **FELONY CRIMINAL PROCEDURES**

Description: Introduction to felony criminal procedures.

Length: Varies

Target Audience: Entry Level, Clerks

Materials Available: ☒

Willing To Train Others: ☒

Court: Superior Court of California, County of Kern Contact: Rebekah Johnson 661/868-4633
rebekahjohnson@co.kern.ca.us

Criminal

Course: **FELONY SENTENCING—COURTROOM CLERK**

Description: Contact court for more information.

Length:

Target Audience: Criminal Courtroom Clerks

Materials Available: ☒

Willing To Train Others: ☒

Court: Superior Court of California, County of San Francisco Contact: Adrienne Williams 415/551-3621
awilliams@sftc.org

Court-Related

Criminal

Course: **OVERVIEW OF CRIMINAL CALENDARS**

Description: Definition of how to clerk prelims, Penal Code §2960 cases, criminal jury, and court trials.

Length: 1 day

Target Audience: Entry Level, Courtroom Clerks

Materials Available: ☒

Willing To Train Others: ☐

Court: Superior Court of California,
County of San Luis Obispo

Contact: Gaye Clark
gclark@co.slo.ca.us

805/781-5146

Criminal

Course: **VERTICAL FELONY CALENDARS**

Description: Outlines criminal proceedings from filing through sentencing in superior court. Includes discussion of terms, mental health proceedings, etc.

Length: 6 hours

Target Audience: Entry Level, In-Court Clerks

Materials Available: ☒

Willing To Train Others: ☐

Court: Superior Court of California,
County of San Luis Obispo

Contact: Gaye Clark
gclark@co.slo.ca.us

805/781-5146

DMV

Course: **DMV ABSTRACT REPORTING**

Description: Contact court for more information.

Length: 4 hours

Target Audience: Entry Level

Materials Available: ☒

Willing To Train Others: ☒

Court: Superior Court of California,
County of Fresno

Contact: Patty Wallace
PWallace@fresno.ca.gov

559/443-5560

DMV

Course: **DMV REPORTING**

Description: Contact court for more information.

Length: 2 hours

Target Audience: Entry Level

Materials Available: ☒

Willing To Train Others: ☐

Court: Superior Court of California,
County of San Luis Obispo

Contact: Gaye Clark
gclark@co.slo.ca.us

805/781-5146

Court-Related

Documents

Course: **CRIMINAL RECORDS SECURITY**

Description: Participants learn to identify confidential court records and to apply the appropriate restrictions to viewing.

Length: 4 hours

Target Audience: Entry Level, Supervisor, Mana

Materials Available: ☐

Willing To Train Others: ☐

Court: Superior Court of California,
County of Los Angeles

Contact: Ruth Goziker

818/576-8701

rgoziker@lasuperiorcourt.org

Documents

Course: **DOCUMENT DESTRUCTION**

Description: Contact court for more information.

Length: 2 hours

Target Audience: Entry Level

Materials Available: ☒

Willing To Train Others: ☐

Court: Superior Court of California,
County of Fresno

Contact: Patty Wallace

559/443-5560

PWallace@fresno.ca.gov

Documents

Course: **DOCUMENT IMAGING**

Description: Document scanning: image keys, quality assurance, image transfer, and technology trends.

Length: 4 hours

Target Audience: All Staff

Materials Available: ☒

Willing To Train Others: ☐

Court: Superior Court of California,
County of Riverside

Contact: Pam Payne

909/955-6973

PPAYNE@co.riverside.ca.us

Family Law

Course: **ADOPTIONS**

Description: Information sharing, question-and-answer session on adoption procedures and updates.

Length: 1 hour

Target Audience: Entry Level

Materials Available: ☒

Willing To Train Others: ☐

Court: Superior Court of California,
County of Ventura

Contact: Lorraine Benavides

805/339-2925

lorraine.benavides@mail.co.ventura.ca.

Court-Related

Family Law

Course: **ALL YOU EVER WANTED TO KNOW ABOUT CHILD SUPPORT**

Description: Describes public access to and information about the child support system. A presentation on the role of the facilitators office and mediation services.

Length: 2 hours

Target Audience: Entry Level, Supervisors

Materials Available: ☐

Willing To Train Others: ☐

Court: Superior Court of California, County of Fresno Contact: Patty Wallace 559/443-5560
PWallace@fresno.ca.gov

Family Law

Course: **FAMILY LAW**

Description: Staff information sharing on various procedural filings and form updates.

Length: 1 hour

Target Audience: Entry Level

Materials Available: ☒

Willing To Train Others: ☐

Court: Superior Court of California, County of Ventura Contact: Lorraine Benavides 805/339-2925
lorraine.benavides@mail.co.ventura.ca.

Family Law

Course: **GETTING TO KNOW FAMILY LAW**

Description: Contact court for more information.

Length: 2 hours

Target Audience: Entry Level

Materials Available: ☐

Willing To Train Others: ☐

Court: Superior Court of California, County of Fresno Contact: Patty Wallace 559/443-5560
PWallace@fresno.ca.gov

Juvenile

Course: **JUVENILE**

Description: Information sharing on various procedures and filing updates.

Length: 1 hour

Target Audience: Entry Level

Materials Available: ☒

Willing To Train Others: ☐

Court: Superior Court of California, County of Ventura Contact: Lorraine Benavides 805/339-2925
lorraine.benavides@mail.co.ventura.ca.

Court-Related

Juvenile

Course: **JUVENILE 101- Part I - DEPENDENCY**

Description: Learn the purpose of the Juvenile Court, general procedures and terminology.

Length: 3 hours

Target Audience: All employees

Materials Available: ☒

Willing To Train Others: ☐

Court: Superior Court of California, County of Riverside Contact: Pam Payne 909/955-6973
PPAYNE@co.riverside.ca.us

Juvenile

Course: **JUVENILE 101- Part II - DEPENDENCY**

Description: Class provides an overview of juvenile delinquency case flow, related terminology, and review of landmark cases.

Length: 3 hours

Target Audience: All employees

Materials Available: ☒

Willing To Train Others: ☐

Court: Superior Court of California, County of Riverside Contact: Pam Payne 909/955-6973
PPAYNE@co.riverside.ca.us

Juvenile

Course: **JUVENILE DRUG COURT OVERVIEW**

Description: Contact court for more information.

Length:

Target Audience:

Materials Available: ☐

Willing To Train Others: ☐

Court: Superior Court of California, County of Tulare Contact: Doreen Vitale 559/733-6561
dvitale@co.tulare.ca.us

Juvenile

Course: **JUVENILE PROCEDURES**

Description: Contact court for more information.

Length:

Target Audience:

Materials Available: ☐

Willing To Train Others: ☐

Court: Superior Court of California, County of Kern Contact: Rebekah Johnson 661/868-4633
rebekahjohnson@co.kern.ca.us

Court-Related

Other

Course: **BASIC IN-SERVICE TRAINING**

Description: Basic introduction to the court system and how it interacts with other government agencies.

Length: 13 hours, self-paced

Target Audience: All Staff

Materials Available: ☒

Willing To Train Others: ☒

Court: Superior Court of California,
County of Sacramento

Contact: Martie Tillotson
tillotm@saccourt.com

916/874-6900

Other

Course: **CODES & CASE LAW RELATED TO OFFICE PRACTICES**

Description: Introduction to the codes that govern office practices such as maintenance of case files and computing court time. Overview of government branches and court structure.

Length: 2 hours

Target Audience: All Staff

Materials Available: ☒

Willing To Train Others: ☐

Court: Superior Court of California,
County of Alameda

Contact: David Abel
dabel@alameda.courts.ca.gov

510/272-6124

Other

Course: **COURT PROCEDURES IN PROCESSING PRISON PACKETS**

Description: Contact court for more information.

Length:

Target Audience:

Materials Available: ☐

Willing To Train Others: ☐

Court: Superior Court of California,
County of Tulare

Contact: Doreen Vitale
dvitale@co.tulare.ca.us

559/733-6561

Other

Course: **EXHIBIT TRAINING**

Description: Overview of exhibit procedures.

Length: 2 hours

Target Audience: Entry Level, Judicial Assistant

Materials Available: ☒

Willing To Train Others: ☒

Court: Superior Court of California,
County of Ventura

Contact: Lorraine Benavides
lorraine.benavides@mail.co.ventura.ca.

805/339-2925

Court-Related

Other

Course: **IN-HOUSE TRAINING**

Description: Contact Arline Lisinski for more information

Length: Target Audience: All Levels

Materials Available: ☐ Willing To Train Others: ☐

Court: Superior Court of California, County of Yolo Contact: Arline Lisinski 530/666-8068
Alisinski@YoloCourts.com

Probate

Course: **PROBATE**

Description: Staff information sharing session on probate issues.

Length: 1 hour Target Audience: Entry Level

Materials Available: ☒ Willing To Train Others: ☐

Court: Superior Court of California, County of Ventura Contact: Lorraine Benavides 805/339-2925
lorraine.benavides@mail.co.ventura.ca.

Technical

Course: **CLETS TRAINING**

Description: Mandatory Department of Justice training on the California Law Enforcement Telecommunications Act.

Length: 4 hours Target Audience: Supervisors & Managers

Materials Available: ☒ Willing To Train Others: ☒

Court: Superior Court of California, County of Ventura Contact: Lorraine Benavides 805/339-2925
lorraine.benavides@mail.co.ventura.ca.

Customer Service

Course: AMERICANS WITH DISABILITIES

Description: How to communicate, accommodate, and work effectively with persons with disabilities.

Length: 3.5 hours

Target Audience: Entry Level, Supervisor, Mana

Materials Available: ☒

Willing To Train Others: ☐

Court: Superior Court of California, County of Orange
Contact: Janet Hamlin Clinkscal 714/834-5983
jhamlin@occourts.org

Course: BALANCE BEAM

Description: Two part program covering the fundamental and advanced skills needed by staff working with the public.

Length: 3.5 hours

Target Audience: All interested employees

Materials Available: ☒

Willing To Train Others: ☒

Court: Superior Court of California, County of San Diego
Contact: Personnel Department 619/531-4053
Lee.bebb@sdcourt.ca.gov

Course: BALANCE BEAM I/II

Description: Basic court customer service and techniques for handling difficult customers are covered in this course.

Length:

Target Audience: Non-supervisory employees

Materials Available: ☐

Willing To Train Others: ☐

Court: Superior Court of California, County of Santa Clara
Contact: Mike Terry 408/882-2864
MTerry@sct.co.santa-clara.ca.us

Course: CUSTOMER SERVICE

Description: Effective strategies to use in personal and telephonic customer contacts.

Length: 2 half-days

Target Audience:

Materials Available: ☐

Willing To Train Others: ☐

Court: Superior Court of California, County of Los Angeles
Contact: Ruth Goziker 818/576-8701
rgoziker@lasuperiorcourt.org

Customer Service

Course: CUSTOMER SERVICE

Description: Based on San Diego's Balance Beam—gives specific information for dealing with court customers.

Length: 4 hours

Target Audience: Entry Level

Materials Available: ☒

Willing To Train Others: ☒

Court: Superior Court of California,
County of San Bernardino

Contact: Glenda G. Lane

909/387-0193

glane@courts.sbcounty.gov

Course: CUSTOMER SERVICE EXCELLENCE

Description: Video entitled "Fish".

Length: 1 hour

Target Audience: Entry Level, Supervisor, Mana

Materials Available: ☒

Willing To Train Others: ☐

Court: Superior Court of California,
County of Stanislaus

Contact: Linda Romero Soles

209/525-7794

Linda.Romero-Soles@stanct.org

Course: CUSTOMER SERVICE IN THE COURT

Description: Tools and techniques for assisting court customers.

Length: 7 hours

Target Audience: All Staff

Materials Available: ☒

Willing To Train Others: ☒

Court: Superior Court of California,
County of Sacramento

Contact: Martie Tillotson

916/874-6900

tillotm@saccourt.com

Course: CUSTOMER SERVICE PART I

Description: Class develops techniques to deal more effectively with intimidating customers. Teaches strategies to reduce misunderstandings and develop communication skills that promote positive customer service.

Length: 3 hours

Target Audience: All Employees

Materials Available: ☒

Willing To Train Others: ☐

Court: Superior Court of California,
County of Riverside

Contact: Pam Payne

909/955-6973

PPAYNE@co.riverside.ca.us

Customer Service

Course: CUSTOMER SERVICE PART II

Description: Class develops techniques to deal more effectively with all customers. Participants will learn methods to control emotions, maintain composure, and techniques to defuse a customer's anger.

Length: 3 hours

Target Audience: All Employees

Materials Available: ☒

Willing To Train Others: ☐

Court: Superior Court of California,
County of Riverside

Contact: Pam Payne 909/955-6973
PPAYNE@co.riverside.ca.us

Course: LEGAL INFORMATION vs. ADVICE

Description: Interactive course on the definitions of legal information and legal advice. Court employees learn how to give legal assistance, not advice.

Length: 2 hours

Target Audience: All Staff with Public Contact

Materials Available: ☒

Willing To Train Others: ☒

Court: Superior Court of California,
County of Alameda

Contact: David Abel 510/272-6124
dabel@alameda.courts.ca.gov

Course: PUBLIC SERVICE WITH A SMILE

Description: Contact court for more information.

Length: 2 hours

Target Audience: Entry Level, Supervisors

Materials Available: ☒

Willing To Train Others: ☒

Court: Superior Court of California,
County of Fresno

Contact: Patty Wallace 559/443-5560
PWallace@fresno.ca.gov

Course: TELEPHONE COURTESY

Description: Telephone etiquette

Length: 20 min.

Target Audience: All Employees

Materials Available: ☐

Willing To Train Others: ☐

Court: Superior Court of California,
County of Santa Clara

Contact: Mike Terry 408/882-2864
MTerry@sct.co.santa-clara.ca.us

Customer Service

Course: TELEPHONE DOCTOR TRAINING, FIVE FORBIDDEN PHRASES

Description: Video and interactive training on how to deal with determining caller needs, irate caller, and foreign accents.

Length: 10 hours

Target Audience: All Employees

Materials Available: ☐

Willing To Train Others: ☐

Court: Superior Court of California,
County of Santa Clara

Contact: Mike Terry

408/882-2864

MTerry@sct.co.santa-clara.ca.us

Course: THE BALANCE BEAM

Description: Fundamentals of customer service and handling difficult court customers.

Length: 2 days, 5-6 hours

Target Audience: Entry Level, Supervisors

Materials Available: ☒

Willing To Train Others: ☒

Court: Superior Court of California,
County of San Francisco

Contact: Adrienne Williams

415/551-3621

awilliams@sftc.org

Course: WHAT IS LEGAL ADVICE?

Description: This course assists the employee in identifying what constitutes legal advise.

Length:

Target Audience: Entry Level

Materials Available: ☐

Willing To Train Others: ☐

Court: Superior Court of California,
County of Santa Clara

Contact: Mike Terry

408/882-2864

MTerry@sct.co.santa-clara.ca.us

Course: WORLD'S WORST CUSTOMER

Description: This course is customized to teach court employees a common sense approach to public interaction.

Length:

Target Audience: All employees

Materials Available: ☐

Willing To Train Others: ☐

Court: Superior Court of California,
County of Santa Clara

Contact: Mike Terry

408/882-2864

MTerry@sct.co.santa-clara.ca.us

Domestic Violence

Course: DOMESTIC VIOLENCE

Description: Focus is given to the Prevention Act with emphasis on ex parte temporary restraining orders, emergency protective orders and restraining orders.

Length: 3 hours

Target Audience: All Staff

Materials Available: ☒

Willing To Train Others: ☐

Court: Superior Court of California, County of Riverside
Contact: Pam Payne 909/955-6973
PPAYNE@co.riverside.ca.us

Course: DOMESTIC VIOLENCE CYCLE

Description: Contact court for more information.

Length: 2 hours

Target Audience: Entry Level, Supervisors, Man

Materials Available: ☒

Willing To Train Others: ☐

Court: Superior Court of California, County of Fresno
Contact: Patty Wallace 559/443-5560
PWallace@fresno.ca.gov

Course: FAMILY LAW PROCEDURES—DOMESTIC VIOLENCE

Description: Contact court for more information.

Length:

Target Audience:

Materials Available: ☐

Willing To Train Others: ☐

Court: Superior Court of California, County of Kern
Contact: Rebekah Johnson 661/868-4633
rebekahjohnson@co.kern.ca.us

Ethics

Course: CODE OF ETHICS FOR COURT EMPLOYEES

Description: Contact court for more information.

Length: 4 hours

Target Audience: Entry Level, Supervisors, Man

Materials Available: ☒

Willing To Train Others: ☒

Court: Superior Court of California, County of Fresno
Contact: Patty Wallace 559/443-5560
PWallace@fresno.ca.gov

Course: CODE OF ETHICS TRAINING

Description: Participants examine the court's code of ethics and apply the code to various situations.

Length: 4 hours

Target Audience: All Staff

Materials Available: ☐

Willing To Train Others: ☐

Court: Superior Court of California, County of Los Angeles
Contact: Ruth Goziker 818/576-8701
rgoziker@lasuperiorcourt.org

Course: ETHICS

Description: Code of ethics for court employees. Based on class presented by Riverside Court.

Length: 2.5 hours

Target Audience: Entry Level

Materials Available: ☐

Willing To Train Others: ☐

Court: Superior Court of California, County of San Bernardino
Contact: Glenda G. Lane 909/387-0193
glane@courts.sbcounty.gov

Course: ETHICS

Description: Introduces the Code of Ethics for Court Employees and provides a model for ethical decision making.

Length: 3.5 hours

Target Audience: All Staff

Materials Available: ☒

Willing To Train Others: ☒

Court: Superior Court of California, County of San Diego
Contact: Personnel Department 619/531-4053
Lee.bebb@sdcourt.ca.gov

Ethics

Course: ETHICS

Description: Confidentiality, impartiality, impropriety, and clarification of each tenet of the Code of Ethics for Court Employees.

Length: 3 hours

Target Audience: All Staff

Materials Available: ☒

Willing To Train Others: ☐

Court: Superior Court of California,
County of Riverside

Contact: Pam Payne

909/955-6973

PPAYNE@co.riverside.ca.us

Course: ETHICS

Description: General discussion of the 12 tenets involved in the Code of Ethics, how and why they were developed, and how to convey the values of impartiality, equity and fairness to the public.

Length: 4 hours

Target Audience: All Staff

Materials Available: ☒

Willing To Train Others: ☐

Court: Superior Court of California,
County of Alameda

Contact: David Abel

510/272-6124

dabel@alameda.courts.ca.gov

Course: ETHICS

Description: AOC video "Red Light - Green Light" introduction to the Code of Ethics
AOC video

Length: 1 hour

Target Audience: All staff

Materials Available: ☒

Willing To Train Others: ☐

Court: Superior Court of California,
County of Shasta

Contact: Barbara Cook

530-245-6721

bcook@shastacourts.com

Course: ETHICS

Description: Code of Ethics for the Court Employees of California, ethical dilemmas frequently faced by court staff, and how to respond properly to these issues.

Length: 4 hours

Target Audience: All levels

Materials Available: ☒

Willing To Train Others: ☒

Court: Superior Court of California,
County of Ventura

Contact: Lorraine Benavides

805/339-2925

lorraine.benavides@mail.co.ventura.ca.

Ethics

Course: **ETHICS FOR GOVERNMENT EMPLOYEES**

Description: Interactive class based on CJER materials and videos

Length: varies

Target Audience: All Staff

Materials Available: ☒

Willing To Train Others: ☒

Court: Superior Court of California, County of Kern Contact: Rebekah Johnson 661/868-4633
rebekahjohnson@co.kern.ca.us

Course: **THE CODE OF ETHICS**

Description: The Code of Ethics is reviewed and discussed.

Length:

Target Audience: All employees

Materials Available: ☐

Willing To Train Others: ☐

Court: Superior Court of California, County of Santa Clara Contact: Mike Terry 408/882-2864
MTerry@sct.co.santa-clara.ca.us

Fairness Issues

Course: ACCESS/FAIRNESS/DIVERSITY

Description: Combines Beyond Bias training with video and materials from destination diversity video and materials.

Length: 8 hours

Target Audience: Supervisor, Manager, Executiv

Materials Available: ☐

Willing To Train Others: ☐

Court: Superior Court of California,
County of Santa Clara

Contact: Mike Terry

408/882-2864

MTerry@sct.co.santa-clara.ca.us

Course: AMERICANS WITH ABILITIES (ADA TRAINING)

Description: Learn techniques to evaluate and accommodate disabilities, proper etiquette, and heighten your awareness about ADA issues.

Length: 3 hours

Target Audience: All employees

Materials Available: ☒

Willing To Train Others: ☐

Court: Superior Court of California,
County of Riverside

Contact: Pam Payne

909/955-6973

PPAYNE@co.riverside.ca.us

Course: AMERICANS WITH DISABILITIES

Description: How to communicate, accommodate, and work effectively with persons with disabilities.

Length: 3.5 hours

Target Audience: Entry Level, Supervisor, Mana

Materials Available: ☒

Willing To Train Others: ☐

Court: Superior Court of California,
County of Orange

Contact: Janet Hamlin Clinkscal

714/834-5983

jhamlin@occourts.org

Course: BAFA BAFA

Description: Develop an appreciation for diversity by understanding the problems of cultural, language and social differences.

Length: 3.5 hours

Target Audience: All employees

Materials Available: ☐

Willing To Train Others: ☐

Court: Superior Court of California,
County of Riverside

Contact: Pam Payne

909/955-6973

PPAYNE@co.riverside.ca.us

Fairness Issues

Course: BAFA-BAFA

Description: Experience the impact of culture on attitudes and behaviors.

Length: 7 hours

Target Audience: All Staff

Materials Available: ☐

Willing To Train Others: ☐

Court: Superior Court of California, County of Los Angeles
Contact: Ruth Goziker 818/576-8701
rgoziker@lasuperiorcourt.org

Course: BEYOND BIAS

Description: Appreciating and valuing differences: culture, persons with disabilities, and communication.

Length: 4 hours

Target Audience: Entry Level

Materials Available: ☒

Willing To Train Others: ☐

Court: Superior Court of California, County of Santa Clara
Contact: Mike Terry 408/882-2864
MTerry@sct.co.santa-clara.ca.us

Course: BEYOND BIAS

Description: Class is based on the information presented by the AOC.

Length: 4 hours

Target Audience: Entry Level, Supervisor, Mana

Materials Available: ☒

Willing To Train Others: ☒

Court: Superior Court of California, County of San Bernardino
Contact: Glenda G. Lane 909/387-0193
glane@courts.sbcounty.gov

Course: BEYOND BIAS

Description: Appreciating and valuing differences, perception, stereotypes, culture, persons with disabilities, and communication.

Length: 4 hours

Target Audience: All Staff

Materials Available: ☒

Willing To Train Others: ☒

Court: Superior Court of California, County of San Francisco
Contact: Adrienne Williams 415/551-3621
awilliams@sftc.org

Fairness Issues

Course: **BEYOND BIAS**

Description: Interactive class based on CJER materials.

Length: Varies

Target Audience: All Staff

Materials Available: ☒

Willing To Train Others: ☒

Court: Superior Court of California, County of Kern Contact: Rebekah Johnson 661/868-4633
rebekahjohnson@co.kern.ca.us

Course: **BEYOND BIAS**

Description:

Length:

Target Audience:

Materials Available: ☐

Willing To Train Others: ☐

Court: Superior Court of California, County of San Luis Obispo Contact: Gaye Clark 805/781-5146
gclark@co.slo.ca.us

Course: **BEYOND BIAS: ACCESS AND FAIRNESS IN THE COURTS**

Description: Differences, stereotypes, bias, culture, sexual orientation, communication

Length: 3.5 hours

Target Audience: Entry Level, Supervisor, Mana

Materials Available: ☒

Willing To Train Others: ☐

Court: Superior Court of California, County of Orange Contact: Janet Hamlin Clinkscal 714/834-5983
jhamlin@occourts.org

Course: **BEYOND BIAS: ASSURING FAIRNESS IN THE COURTS**

Description: Appreciating and valuing differences: perception, stereotypes, bias, and sexual orientation.

Length: 4 hours

Target Audience: All Staff

Materials Available: ☒

Willing To Train Others: ☒

Court: Superior Court of California, County of San Diego Contact: Personnel Department 619/531-4053
Lee.bebb@sdcourt.ca.gov

Fairness Issues

Course: BEYOND BIAS: FAIRNESS IN THE COURTS

Description: This program provides participants with awareness of the importance of creating and nourishing an environment that values and promotes fairness; recognizing the different dimensions of diversity.

Length: 4 hours

Target Audience: All Levels

Materials Available: ☒

Willing To Train Others: ☒

Court: Superior Court of California, County of Ventura
Contact: Lorraine Benavides 805/339-2925
lorraine.benavides@mail.co.ventura.ca.

Course: BEYOND BIAS-FAIRNESS IN THE COURTS

Description: Participants will develop an individual plan to improve fairness in the workplace. Highlights include recognition of diversity, techniques to eliminate actual and perceived bias,& how to use fairness.

Length: 3 hours

Target Audience: All Employees

Materials Available: ☒

Willing To Train Others: ☐

Court: Superior Court of California, County of Riverside
Contact: Pam Payne 909/955-6973
PPAYNE@co.riverside.ca.us

Course: DIVERSITY

Description: Learn how to understand, value and manage diversity in the workplace. Evaluate attitudes and build respectful relationships.

Length: 3.5 hours

Target Audience: All Staff

Materials Available: ☒

Willing To Train Others: ☐

Court: Superior Court of California, County of Alameda
Contact: David Abel 510/272-6124
dabel@alameda.courts.ca.gov

Course: FAIRNESS IN THE COURTS

Description: State-mandated class on eliminating bias in the courts.

Length: 4 hours

Target Audience: All Staff

Materials Available: ☐

Willing To Train Others: ☐

Court: Superior Court of California, County of Los Angeles
Contact: Ruth Goziker 818/576-8701
rgoziker@lasuperiorcourt.org

Fairness Issues

Course: FAIRNESS IN THE WORKPLACE

Description: Fairness issues.

Length: 2 hours

Target Audience: Entry Level, Supervisor, Mana

Materials Available: ☒

Willing To Train Others: ☐

Court: Superior Court of California, County of Stanislaus

Contact: Linda Romero Soles 209/525-7794

Linda.Romero-Soles@stanct.org

Course: MEET YOU AT THE CROSSROADS

Description: Provides understanding of court policy regarding discrimination, sexual harassment and diversity. Addresses EEO principles and ADA, and covers reporting and intervention processes.

Length: 7 hours

Target Audience: All Staff

Materials Available: ☒

Willing To Train Others: ☒

Court: Superior Court of California, County of Sacramento

Contact: Martie Tillotson

916/874-6900

tillotm@saccourt.com

Course: UNDERSTANDING DIVERSITY

Description: Contact court for more information.

Length: 4 hours

Target Audience: Entry Level, Supervisors, Man

Materials Available: ☒

Willing To Train Others: ☒

Court: Superior Court of California, County of Fresno

Contact: Patty Wallace

559/443-5560

PWallace@fresno.ca.gov

Health & Safety Issues

Course: BLOODBORNE PATHOGEN TRAINING FOR OFFICE WORKERS

Description: Participants view a video and written materials on how to prevent the introduction of pathogens in blood when, for instance, an employee is cut accidentally.

Length: 30 min.

Target Audience: All Employees

Materials Available: ☐

Willing To Train Others: ☐

Court: Superior Court of California, County of Santa Clara
Contact: Mike Terry 408/882-2864
MTerry@sct.co.santa-clara.ca.us

Course: GENERAL SAFETY

Description: Techniques and practices to maintain a safe, healthy workplace.

Length: 45 min.

Target Audience: All Employees

Materials Available: ☐

Willing To Train Others: ☐

Court: Superior Court of California, County of Santa Clara
Contact: Mike Terry 408/882-2864
MTerry@sct.co.santa-clara.ca.us

Course: HAZARD COMMUNICATION

Description: Participants learn the potential hazard of common substances in the workplace and the resources and information available in the MSDS binder.

Length: 30 min.

Target Audience: All Employees

Materials Available: ☐

Willing To Train Others: ☐

Court: Superior Court of California, County of Santa Clara
Contact: Mike Terry 408/882-2864
MTerry@sct.co.santa-clara.ca.us

Health and Safety

Course: BACK HEALTH AND ERGONOMICS

Description: Explanation of back structure and the importance of proper posture and exercises. Ergonomics is defined and each element at the work-site is discussed. Exercises are taught and practices.

Length: 3 hours

Target Audience: All Staff

Materials Available: ☒

Willing To Train Others: ☒

Court: Superior Court of California, County of San Bernardino
Contact: Glenda G. Lane 909/387-0193
glane@courts.sbcounty.gov

Course: BACK SAFETY

Description: Employees learn proper lifting, carrying, and bending techniques.

Length:

Target Audience: All employees

Materials Available: ☐

Willing To Train Others: ☐

Court: Superior Court of California, County of Santa Clara
Contact: Mike Terry 408/882-2864
MTerry@sct.co.santa-clara.ca.us

Course: COMPUTER BASED ERGONOMICS

Description: Employees individually complete computer-based ergonomics training.

Length:

Target Audience: All employees

Materials Available: ☐

Willing To Train Others: ☐

Court: Superior Court of California, County of Santa Clara
Contact: Mike Terry 408/882-2864
MTerry@sct.co.santa-clara.ca.us

Course: CPR/FIRST AID

Description: Contact court for more information.

Length: 8 hours

Target Audience:

Materials Available: ☐

Willing To Train Others: ☐

Court: Superior Court of California, County of Tulare
Contact: Doreen Vitale 559/733-6561
dvitale@co.tulare.ca.us

Health and Safety

Course: CPR/FIRST AID

Description: The trainers are certified and when the student successfully completes the course he/she will be given a certificate to administer CPR.

Length: 1 day

Target Audience: All Staff

Materials Available: ☐

Willing To Train Others: ☒

Court: Superior Court of California,
County of San Bernardino

Contact: Glenda G. Lane

909/387-0193

glane@courts.sbcounty.gov

Course: EMERGENCY PREPAREDNESS

Description: SEMS (Standardized Emergency Management System): emergency preparedness, communication techniques, disaster response, and recovery.

Length: 2 hours

Target Audience: All Staff

Materials Available: ☐

Willing To Train Others: ☐

Court: Superior Court of California,
County of Riverside

Contact: Pam Payne

909/955-6973

PPAYNE@co.riverside.ca.us

Course: ERGONOMICS

Description: The annual ergonomics training is presented.

Length:

Target Audience: All employees

Materials Available: ☐

Willing To Train Others: ☐

Court: Superior Court of California,
County of Santa Clara

Contact: Mike Terry

408/882-2864

MTerry@sct.co.santa-clara.ca.us

Course: ERGONOMICS

Description: Participants will learn how to minimize the potential of repetitive motion injuries and methods to avoid back and eye strain.

Length: 3 hours

Target Audience: All Employees

Materials Available: ☒

Willing To Train Others: ☐

Court: Superior Court of California,
County of Riverside

Contact: Pam Payne

909/955-6973

PPAYNE@co.riverside.ca.us

Health and Safety

Course: ERGONOMICS

Description: Identify principles and applications of ergonomics, conduct self-evaluation, recognize warning signs.

Length: 2 hours

Target Audience: Entry Level, Supervisor, Mana

Materials Available: ☒

Willing To Train Others: ☐

Court: Superior Court of California, County of Orange
Contact: Janet Hamlin Clinkscal 714/834-5983
jhamlin@occourts.org

Course: ERGONOMICS

Description: Participants will learn how to adjust their own equipment to make it ergonomically sound. They will also learn how to do simple tasks to promote better health, energy, and productivity.

Length: 2 hours

Target Audience: All Levels

Materials Available: ☒

Willing To Train Others: ☒

Court: Superior Court of California, County of San Diego
Contact: Personnel Department 619/531-4053
Lee.bebb@sdcourt.ca.gov

Course: FIRST AID & CPR TRAINING

Description: Class is offered to meet the requirements of Title 8, CCR, General Industry Safety Order, Section 3400. Instruction includes first aid, first response duties, Heimlich maneuver, CPR.

Length: 9 hours

Target Audience: All Employees

Materials Available: ☐

Willing To Train Others: ☐

Court: Superior Court of California, County of Riverside
Contact: Pam Payne 909/955-6973
PPAYNE@co.riverside.ca.us

Course: INJURY AND ILLNESS PREVENTION

Description: Alerts managers, supervisors, and safety representatives to OSHA/Cal-OSHA requirements.

Length: 4 hours

Target Audience: Supervisors, Managers, Other

Materials Available: ☐

Willing To Train Others: ☐

Court: Superior Court of California, County of Los Angeles
Contact: Ruth Goziker 818/576-8701
rgoziker@lasuperiorcourt.org

Health and Safety

Course: OFFICE SAFETY

Description: Identifying, correcting, reporting and preventing safety hazards.

Length: 4 hours

Target Audience: All Staff

Materials Available: ☐

Willing To Train Others: ☐

Court: Superior Court of California, County of Los Angeles
Contact: Ruth Goziker 818/576-8701
rgoziker@lasuperiorcourt.org

Course: PERSONAL SAFETY AND SECURITY

Description: This session provides awareness and skills training to deal with health, safety, and security issues in the court.

Length: 3.5 hours

Target Audience: All Levels

Materials Available: ☒

Willing To Train Others: ☒

Court: Superior Court of California, County of San Diego
Contact: Personnel Department 619/531-4053
Lee.bebb@sdcourt.ca.gov

Course: PERSONAL SAFETY AND SECURITY IN THE COURTS

Description: Participants will learn how to increase their awareness of personal safety and security, identify hazardous materials, detect early warning signs of violence in the workplace and how to respond.

Length: 3 hours

Target Audience: All Employees

Materials Available: ☒

Willing To Train Others: ☐

Court: Superior Court of California, County of Riverside
Contact: Pam Payne 909/955-6973
PPAYNE@co.riverside.ca.us

Course: REPETITIVE MOTION INJURY PREVENTION

Description: Repetitive motion injury prevention strategies; tips for designing ergonomically correct work stations.

Length: 8 hours

Target Audience: All Staff

Materials Available: ☐

Willing To Train Others: ☐

Court: Superior Court of California, County of Los Angeles
Contact: Ruth Goziker 818/576-8701
rgoziker@lasuperiorcourt.org

Health and Safety

Course: SAFETY IN THE WORKPLACE

Description: Contact court for more information.

Length:

Target Audience:

Materials Available: ☐

Willing To Train Others: ☐

Court: Superior Court of California, **Contact:** Doreen Vitale 559/733-6561
County of Tulare dvitale@co.tulare.ca.us

Course: STAFF SAFETY AND ERGONOMIC INJURY PREVENTION PROGRAM

Description: Overview of court policies regarding safety and ergonomics, identification of risk factors, symptoms and consequence; methods to minimize and prevent repetitive motion injuries. Tools and techniques.

Length: 3.75 hours

Target Audience: All Staff

Materials Available: ☒

Willing To Train Others: ☒

Court: Superior Court of California, **Contact:** Martie Tillotson 916/874-6900
County of Sacramento tillotm@saccourt.com

Course: WORKPLACE VIOLENCE PREVENTION

Description: Identify how to recognize, prevent and report workplace violence.

Length: 2.5 hours

Target Audience: All Staff

Materials Available: ☒

Willing To Train Others: ☒

Court: Superior Court of California, **Contact:** Martie Tillotson 916/874-6900
County of Sacramento tillotm@saccourt.com

Management, Supervision, and Leadership

Course: BUILDING LEADERSHIP SKILLS

Description: Building leadership skills through assessments and goal setting.

Length: 3 hours, 1 day, 3 days

Target Audience: Entry Level, Supervisors

Materials Available: ☒

Willing To Train Others: ☒

Court: Superior Court of California, County of San Francisco
Contact: Adrienne Williams 415/551-3621
awilliams@sftc.org

Course: CAREER ENHANCEMENT TECHNIQUES

Description: An interactive class with interview technique, testing, and role playing.

Length: 3 hours

Target Audience: Entry Level, Supervisors, Man

Materials Available: ☒

Willing To Train Others: ☒

Court: Superior Court of California, County of Fresno
Contact: Patty Wallace 559/443-5560
PWallace@fresno.ca.gov

Course: DEALING WITH CONFLICT

Description: Participants recognize the stages of, the approaches to, the impact of the resolution to conflict.

Length: 4 hours

Target Audience: Supervisors & Managers

Materials Available: ☐

Willing To Train Others: ☐

Court: Superior Court of California, County of Santa Clara
Contact: Mike Terry 408/882-2864
MTerry@sct.co.santa-clara.ca.us

Course: EFFECTIVE INTERVIEWING

Description: Learn and practice skills essential to rating applicants and selecting the best candidate for a position.

Length: 7.5 hours

Target Audience: All Staff

Materials Available: ☐

Willing To Train Others: ☐

Court: Superior Court of California, County of Los Angeles
Contact: Ruth Goziker 818/576-8701
rgoziker@lasuperiorcourt.org

Management, Supervision, and Leadership

Course: EMPLOYEE COUNSELING AND DISCIPLINARY ACTION

Description:

Length: 3.5 hours

Target Audience: Supervisors, Managers, Execut

Materials Available: ☒

Willing To Train Others: ☐

Court: Superior Court of California,
County of Contra Costa

Contact: Dana Terrill

925/646-1194

dterr@sc.co.contra-costa.ca.us

Course: FUNDAMENTALS OF COACHING

Description: Focuses on increasing skills in observation, assessment, reinforcement, and development.

Length: 4 hours

Target Audience: Managers, Supervisors, Trainee

Materials Available: ☒

Willing To Train Others: ☒

Court: Superior Court of California,
County of San Diego

Contact: Personnel Department

619/531-4053

Lee.bebb@sdcourt.ca.gov

Course: HOW TO HAVE A SUCCESSFUL JOB INTERVIEW

Description: Preparing for a job interview, projecting a positive image, anticipating questions, handling awkward interview situations & listening.

Length: 4 hours

Target Audience: All Staff

Materials Available: ☐

Willing To Train Others: ☐

Court: Superior Court of California,
County of Los Angeles

Contact: Ruth Goziker

818/576-8701

rgoziker@lasuperiorcourt.org

Course: HOW TO RETAIN & MOTIVATE GREAT WORKERS

Description: Participants explore reasons why employees might leave an organization and learn steps to ensure that productive workers stay.

Length: 2 hours

Target Audience: Supervisors & Managers

Materials Available: ☐

Willing To Train Others: ☐

Court: Superior Court of California,
County of Santa Clara

Contact: Mike Terry

408/882-2864

MTerry@sct.co.santa-clara.ca.us

Management, Supervision, and Leadership

Course: HUMAN RESOURCE MANAGEMENT--BASIC SUPERVISION

Description: Fundamentals of managing and supervising.

Length: 5 half-days

Target Audience: Supervisors, Managers

Materials Available: ☐

Willing To Train Others: ☐

Court: Superior Court of California,
County of Los Angeles

Contact: Ruth Goziker

818/576-8701

rgoziker@lasuperiorcourt.org

Course: INTERVIEWS AND TESTING FOR NEW POSITIONS

Description: Contact court for more information.

Length: 2 hours

Target Audience: Entry Level, Supervisors

Materials Available: ☒

Willing To Train Others: ☒

Court: Superior Court of California,
County of Fresno

Contact: Patty Wallace

559/443-5560

PWallace@fresno.ca.gov

Course: LEAD WORKER

Description: Series of 5 courses to build skills and confidence for employees preparing to be lead workers. Understand the role and how to create a positive work atmosphere and motivate others.

Length: 3 hours each, 5 classes

Target Audience: All Staff

Materials Available: ☒

Willing To Train Others: ☒

Court: Superior Court of California,
County of Alameda

Contact: David Abel

510/272-6124

dabel@alameda.courts.ca.gov

Course: LEADERSHIP FOR RESULTS

Description: Various modules to explore leadership strategies.

Length: varies

Target Audience: All Staff

Materials Available: ☐

Willing To Train Others: ☐

Court: Superior Court of California,
County of Sacramento

Contact: Martie Tillotson

916/874-6900

tillotm@saccourt.com

Management, Supervision, and Leadership

Course: MANAGING CHANGE

Description: Focuses on identifying the stages of change and reactions to change, and examines the myths and realities of change. Participants develop a personal plan for thriving with change.

Length: 4 hours

Target Audience: Supervisors, Managers

Materials Available: ☒

Willing To Train Others: ☒

Court: Superior Court of California, County of San Diego
Contact: Personnel Department 619/531-4053
Lee.bebb@sdcourt.ca.gov

Course: MANAGING NEGATIVITY IN THE WORKPLACE

Description: Negative staff can affect an entire work unit. This class covers how to handle and minimize the impact of negative staff.

Length: 4 hours

Target Audience: Supervisors, Managers, Lead

Materials Available: ☒

Willing To Train Others: ☒

Court: Superior Court of California, County of San Diego
Contact: Personnel Department 619/531-4053
Lee.bebb@sdcourt.ca.gov

Course: MANAGING THE POWER OF EXPECTATIONS (PYGMALION EFFECT)

Description: The impact of high or low expectations on an employee's performance.

Length: 2 or 4 hours

Target Audience: Supervisors & Managers

Materials Available: ☐

Willing To Train Others: ☐

Court: Superior Court of California, County of Santa Clara
Contact: Mike Terry 408/882-2864
MTerry@sct.co.santa-clara.ca.us

Course: NUTS AND BOLTS

Description: Proper procedures for handling tasks in administrative areas, such as facilities maintenance, HR, etc.

Length: 9 half-days

Target Audience: Supervisors, Managers, Others

Materials Available: ☐

Willing To Train Others: ☐

Court: Superior Court of California, County of Los Angeles
Contact: Ruth Goziker 818/576-8701
rgoziker@lasuperiorcourt.org

Management, Supervision, and Leadership

Course: OVERCOMING NEGATIVITY

Description: Assess the scope and costs of negativity in personal life; learn how to replace negativity with positive thoughts and behaviors.

Length: 4 hours

Target Audience: All Staff

Materials Available: ☐

Willing To Train Others: ☐

Court: Superior Court of California, County of Los Angeles
Contact: Ruth Goziker 818/576-8701
rgoziker@lasuperiorcourt.org

Course: PEER COACHING

Description: Techniques for coaching that will enable effective sharing of knowledge and skills with co-workers. Learn to coach and be coached.

Length: 3 hours

Target Audience: All Staff

Materials Available: ☒

Willing To Train Others: ☒

Court: Superior Court of California, County of Alameda
Contact: David Abel 510/272-6124
dabel@alameda.courts.ca.gov

Course: PERFORMANCE EVALUATIONS

Description: Importance of timely and accurate evaluations. Merit increases, writing the narrative, discussing with the employee.

Length: 3 hours

Target Audience: Supervisor, Manager, Executive

Materials Available: ☐

Willing To Train Others: ☐

Court: Superior Court of California, County of Orange
Contact: Janet Hamlin Clinkscal 714/834-5983
jhamlin@occourts.org

Course: PERFORMANCE MANAGEMENT

Description: Training strengthens supervisors' performance management skills to help employees do their best job.

Length: 3 4-hour classes

Target Audience: Supervisors

Materials Available: ☒

Willing To Train Others: ☒

Court: Superior Court of California, County of Alameda
Contact: David Abel 510/272-6124
dabel@alameda.courts.ca.gov

Management, Supervision, and Leadership

Course: PERFORMANCE MANAGEMENT

Description: Creating goals, agreeing upon expectations and standards, measuring and evaluating performance, writing performance evaluations, conducting performance appraisal meetings.

Length: 15 hours

Target Audience: Managers, Supervisors

Materials Available: ☐

Willing To Train Others: ☐

Court: Superior Court of California,
County of Los Angeles

Contact: Ruth Goziker

818/576-8701

rgoziker@lasuperiorcourt.org

Course: PROBLEM SOLVING AND DECISION MAKING

Description: Styles of interaction and strategies for solving problems.

Length: 4 hours

Target Audience: Supervisors & Managers

Materials Available: ☐

Willing To Train Others: ☐

Court: Superior Court of California,
County of Santa Clara

Contact: Mike Terry

408/882-2864

MTerry@sct.co.santa-clara.ca.us

Course: RETURN-TO-WORK

Description: Review the court's policies and procedures for handling long-term leave and medical issues connected with work-related injuries.

Length: 4 hours

Target Audience: Administrators, Managers, Su

Materials Available: ☐

Willing To Train Others: ☐

Court: Superior Court of California,
County of Los Angeles

Contact: Ruth Goziker

818/576-8701

rgoziker@lasuperiorcourt.org

Course: SELECTING THE BEST: INTERVIEWING SKILLS

Description: How to prepare for and conduct a successful interview; how to prepare for promotional opportunities.

Length: 4 hours

Target Audience: Supervisors & Managers

Materials Available: ☐

Willing To Train Others: ☐

Court: Superior Court of California,
County of Santa Clara

Contact: Mike Terry

408/882-2864

MTerry@sct.co.santa-clara.ca.us

Management, Supervision, and Leadership

Course: SO YOU WANT TO BE A SUPERVISOR SERIES

Description: A three-module program for employees who are thinking about becoming supervisors. Transitions to leadership, motivation and feedback, managing tasks and people

Length: 3 hours

Target Audience: Entry Level up to Supervisor

Materials Available: ☒

Willing To Train Others: ☒

Court: Pearce, Kathy

Contact: Personnel Department 619/531-4053
Lee.bebb@sdcourt.ca.gov

Course: SO YOU WANT TO BE A SUPERVISOR!

Description: Techniques and practices to maintain a safe, healthy workplace.

Length: 10 hours

Target Audience: Supervisors & Managers

Materials Available: ☐

Willing To Train Others: ☐

Court: Superior Court of California,
County of Santa Clara

Contact: Mike Terry 408/882-2864
MTerry@sct.co.santa-clara.ca.us

Course: STEPPING UP TO SUPERVISION SERIES

Description: A five-module program designed for current and newly appointed supervisors and managers. Modules: Leadership Skills, Managing Management Time, Delegation, Decision Making, and Change Planning.

Length: 5 3.5-hour classes

Target Audience: Managers, Supervisors

Materials Available: ☒

Willing To Train Others: ☒

Court: Superior Court of California,
County of San Diego

Contact: Personnel Department 619/531-4053
Lee.bebb@sdcourt.ca.gov

Course: SUPERVISORY ACADEMY

Description: Contact court for more information.

Length: 8 months

Target Audience:

Materials Available: ☐

Willing To Train Others: ☐

Court: Superior Court of California,
County of Tulare

Contact: Doreen Vitale 559/733-6561
dvitale@co.tulare.ca.us

Management, Supervision, and Leadership

Course: SUPERVISORY CLASSES

Description: Three different classes detail the responsibilities of the supervisor: 1) Roles & Responsibilities, 2) Interviewing & Hiring, and 3) Performance evaluations and discipline.

Length: 3 days

Target Audience: Supervisors

Materials Available: ☒

Willing To Train Others: ☒

Court: Superior Court of California, County of San Bernardino
Contact: Glenda G. Lane 909/387-0193
glane@courts.sbcounty.gov

Course: SUPPORTING CUSTOMER SERVICE I

Description: Assess the scope and costs of negativity in personal life; learn how to replace negativity with positive thoughts and behaviors.

Length: 7.5 hours

Target Audience: Administrators, Managers, Su

Materials Available: ☐

Willing To Train Others: ☐

Court: Superior Court of California, County of Los Angeles
Contact: Ruth Goziker 818/576-8701
rgoziker@lasuperiorcourt.org

Course: SUPPORTING CUSTOMER SERVICE II

Description: Designing a customer service initiative, evaluating and supporting front-line customer service, creating values-driven leadership.

Length: 7.5 hours

Target Audience: Administrators, Managers, Su

Materials Available: ☐

Willing To Train Others: ☐

Court: Superior Court of California, County of Los Angeles
Contact: Ruth Goziker 818/576-8701
rgoziker@lasuperiorcourt.org

Meeting Skills

Course: CONDUCTING EFFECTIVE MEETINGS

Description: Steps to use when scheduling, preparing for and conducting meetings.

Length: 4 hours

Target Audience: Supervisor, Manager, Executiv

Materials Available: ☐

Willing To Train Others: ☐

Court: Superior Court of California, **Contact:** Ruth Goziker 818/576-8701
County of Los Angeles rgoziker@lasuperiorcourt.org

Course: EFFECTIVE MEETING SKILLS

Description: Participants learn how to plan, organize, and conduct productive meetings.

Length: 2.5 hours

Target Audience: All Levels

Materials Available: ☒

Willing To Train Others: ☒

Court: Superior Court of California, **Contact:** Personnel Department 619/531-4053
County of San Diego Lee.bebb@sdcourt.ca.gov

Miscellaneous

Course: FACILITIES: PLANNING RELOCATIONS

Description: How to plan for office relocations: time frames, what must be done, how to prepare space layouts.

Length:

Target Audience: Supervisors, Managers

Materials Available: ☒

Willing To Train Others: ☐

Court: Superior Court of California, **Contact:** Linda Romero Soles 209/525-7794
County of Stanislaus Linda.Romero-Soles@stanct.org

Course: FRAUD AWARENESS

Description: Discusses theft and fraud; focuses on supervisor's responsibility; highlights warning signals of fraud.

Length: 4 hours

Target Audience: Supervisors, Managers, Execut

Materials Available: ☐

Willing To Train Others: ☐

Court: Superior Court of California, **Contact:** Ruth Goziker 818/576-8701
County of Los Angeles rgoziker@lasuperiorcourt.org

New Employee Orientation

Course: BIST

Description: Basic In Service Training is reviewed by employees with the help of an instructor.

Length:

Target Audience: Entry Level

Materials Available: ☐

Willing To Train Others: ☐

Court: Superior Court of California, County of Santa Clara **Contact:** Mike Terry 408/882-2864
MTerry@sct.co.santa-clara.ca.us

Course: BIST—BASIC IN-SERVICE TRAINING

Description: Contact court for more information.

Length: 3 hours

Target Audience: Entry Level, Supervisors

Materials Available: ☒

Willing To Train Others: ☒

Court: Superior Court of California, County of Fresno **Contact:** Patty Wallace 559/443-5560
PWallace@fresno.ca.gov

Course: COURT "CORE"

Description: This class continues from the orientation session to provide information that court employees should know regardless of the assignment or court location.

Length: 16 hours

Target Audience: Entry Level, Clerks seeking pr

Materials Available: ☐

Willing To Train Others: ☐

Court: Superior Court of California, County of San Bernardino **Contact:** Glenda G. Lane 909/387-0193
glane@courts.sbcounty.gov

Course: COURTROOM CLERK TRAINING SERIES

Description: Responsibilities, duties and ethics for Courtroom Clerks, with practice in minute writing and courtroom procedures to prepare for on-the-job training. Additional modules cover civil or criminal cases

Length: 2 weeks

Target Audience: Courtroom Clerks

Materials Available: ☒

Willing To Train Others: ☐

Court: Superior Court of California, County of San Diego **Contact:** Personnel Department 619/531-4053
Lee.bebb@sdcourt.ca.gov

New Employee Orientation

Course: DIVISIONAL OVERVIEWS

Description: Basic outline of divisions and processes for those divisions.

Length: 2 Hours

Target Audience: Entry Level, Supervisor, Mana

Materials Available: ☒

Willing To Train Others: ☐

Court: Superior Court of California,
County of San Mateo

Contact: Suzanne C. Allen
sallen@co.sanmateo.ca.us

650/599-7454

Course: EMPLOYMENT ORIENTATION

Description: Our organization, history of our court, California government, Customer Service, Attendance, Benefits, more

Length: 2.5 days

Target Audience: Entry Level

Materials Available: ☒

Willing To Train Others: ☐

Court: Superior Court of California,
County of Orange

Contact: Janet Hamlin Clinkscal
jhamlin@occourts.org

714/834-5983

Course: INTERPRETER ORIENTATION

Description: Class informs the interpreters about the branch of government in which they work with an overview of the three branches of government. It explains interpreters' rights and responsibilities.

Length: 3 hours

Target Audience: Interpreters

Materials Available: ☒

Willing To Train Others: ☒

Court: Superior Court of California,
County of San Bernardino

Contact: Glenda G. Lane
glane@courts.sbcounty.gov

909/387-0193

Course: NEW EMPLOYEE ORIENTATION

Description:

Length: 3-4 hours

Target Audience: Entry Level

Materials Available: ☒

Willing To Train Others: ☐

Court: Superior Court of California,
County of Contra Costa

Contact: Dana Terrill
dterr@sc.co.contra-costa.ca.us

925/646-1194

New Employee Orientation

Course: NEW EMPLOYEE ORIENTATION

Description: New orientation explains government structure, court structure; San Bernardino Courts organization, policies and expectations, computer usage and security, employee benefits.

Length: 7 hours

Target Audience: Entry Level

Materials Available: ☐

Willing To Train Others: ☐

Court: Superior Court of California,
County of San Bernardino

Contact: Glenda G. Lane

909/387-0193

glane@courts.sbcounty.gov

Course: NEW EMPLOYEE ORIENTATION

Description: Course covers the court functions, policy and procedure, and court location-specific information.

Length: 6 Hours

Target Audience: Entry Level

Materials Available: ☒

Willing To Train Others: ☐

Court: Superior Court of California,
County of San Mateo

Contact: Suzanne C. Allen

650/599-7454

sallen@co.sanmateo.ca.us

Course: NEW EMPLOYEE ORIENTATION

Description: Provides new employees with personnel policy and procedure of the court and overview of Sacramento Superior Court.

Length: 1.5 hours

Target Audience: Entry Level

Materials Available: ☒

Willing To Train Others: ☐

Court: Superior Court of California,
County of Sacramento

Contact: Martie Tillotson

916/874-6900

tillotm@saccourt.com

Course: NEW EMPLOYEE ORIENTATION—AN INTRODUCTION TO THE COURT

Description: Review the branches of California government, the operations of the judicial system, local court system, employee roles and responsibilities, security, health and safety, court procedures and policies

Length: 3 days

Target Audience: All Levels

Materials Available: ☒

Willing To Train Others: ☒

Court: Superior Court of California,
County of Ventura

Contact: Lorraine Benavides

805/339-2925

lorraine.benavides@mail.co.ventura.ca.

New Employee Orientation

Course: ORIENTATION

Description: AOC video "Orientation To The Judicial Branch"

Length: 1 hour

Target Audience: Entry Level

Materials Available: ☒

Willing To Train Others: ☐

Court: Superior Court of California,
County of Shasta

Contact: Barbara Cook

530-245-6721

bcook@shastacourts.com

Course: OVERVIEW OF THE COURT

Description: State court structure, local court organization, overview of litigation procedures in all areas.

Length: 2 half-days

Target Audience: Entry Level, Supervisor, Mana

Materials Available: ☐

Willing To Train Others: ☐

Court: Superior Court of California,
County of Los Angeles

Contact: Ruth Goziker

818/576-8701

rgoziker@lasuperiorcourt.org

Course: POLICIES

Description: Court policy training for all new employees.

Length: 2 hours

Target Audience: Entry Level

Materials Available: ☒

Willing To Train Others: ☐

Court: Superior Court of California,
County of Placer

Contact: Nancy Davis

530/886-1242

ndavis@placerco.org

Course: WELCOME TO THE SUPERIOR COURT

Description: A brief overview from the judicial system in California to the function of each of the courthouses in our superior court

Length: 1 hour

Target Audience: Entry Level

Materials Available: ☐

Willing To Train Others: ☐

Court: Superior Court of California,
County of Santa Clara

Contact: Mike Terry

408/882-2864

MTerry@sct.co.santa-clara.ca.us

Optimal Performance

Course: CAREER DEVELOPMENT

Description: Skill assessment, values and interests, attitude, interview techniques.

Length: 1 hour

Target Audience: Entry Level, Supervisor, Mana

Materials Available: ☒

Willing To Train Others: ☐

Court: Superior Court of California, County of Orange
Contact: Janet Hamlin Clinkscal 714/834-5983
jhamlin@occourts.org

Course: COMPUTER FITNESS

Description: How to work comfortably, productively, and safely.

Length: 1 hour

Target Audience: Entry Level, Supervisors

Materials Available: ☒

Willing To Train Others: ☒

Court: Superior Court of California, County of San Francisco
Contact: Adrienne Williams 415/551-3621
awilliams@sftc.org

Course: EMPLOYEE ORIENTATION—SUPERVISOR WORKSHOP

Description: Supervisors' responsibility and role in orientation; tools to help.

Length: 4 hours

Target Audience: Supervisor, Manager

Materials Available: ☒

Willing To Train Others: ☐

Court: Superior Court of California, County of Orange
Contact: Janet Hamlin Clinkscal 714/834-5983
jhamlin@occourts.org

Course: HANDLING CHANGE

Description: Values, beliefs, attitudes, and behaviors involved in change issues.

Length: 3 hours

Target Audience: Entry Level, Supervisor, Mana

Materials Available: ☒

Willing To Train Others: ☐

Court: Superior Court of California, County of Orange
Contact: Janet Hamlin Clinkscal 714/834-5983
jhamlin@occourts.org

Optimal Performance

Course: NAVIGATING CHANGE

Description: Explore the stages of reactions to change; learn skills to effectively handle change.

Length: 4 hours

Target Audience: All Staff

Materials Available: ☐

Willing To Train Others: ☐

Court: Superior Court of California,
County of Los Angeles

Contact: Ruth Goziker 818/576-8701
rgoziker@lasuperiorcourt.org

Course: PROFESSIONALISM

Description: Defining professional behavior in the workplace and appreciating its value.

Length: 90 min.

Target Audience: Supervisors & Managers

Materials Available: ☐

Willing To Train Others: ☐

Court: Superior Court of California,
County of Santa Clara

Contact: Mike Terry 408/882-2864
MTerry@sct.co.santa-clara.ca.us

Course: PROMOTIONAL INTERVIEWING

Description: Provides basic information on how to be successful in a promotional interview. Includes skills building.

Length: 3 hours

Target Audience: All Levels

Materials Available: ☒

Willing To Train Others: ☒

Court: Superior Court of California,
County of San Diego

Contact: Personnel Department 619/531-4053
Lee.bebb@sdcourt.ca.gov

Personnel Issues

Course: COACH ME!

Description: Become familiar with coaching activities, with special emphasis on receiving feedback and creating a development plan.

Length: 3 hours

Target Audience: Deputy I to III, Interested Cle

Materials Available: ☒

Willing To Train Others: ☒

Court: Superior Court of California, County of San Diego
Contact: Personnel Department 619/531-4053
Lee.bebb@sdcourt.ca.gov

Course: HANDLING LIFE CHANGE

Description: This class will take the participant through the avenues of change. Attendee will learn about the reactions to change, stages and acceptance of change, and create a personal action plan for change.

Length: 3 hours

Target Audience: All employees

Materials Available: ☒

Willing To Train Others: ☐

Court: Superior Court of California, County of Riverside
Contact: Pam Payne 909/955-6973
PPAYNE@co.riverside.ca.us

Course: INTERVIEWING FOR SUPERVISORS AND MANAGERS

Description: This class provides interview panel members with essential information concerning the fundamental components, legal issues, and new trends in interviewing. Process minimizes the potential for bias.

Length: 3.5 hours

Target Audience: Supervisors and Managers

Materials Available: ☒

Willing To Train Others: ☒

Court: Superior Court of California, County of San Diego
Contact: Personnel Department 619/531-4053
Lee.bebb@sdcourt.ca.gov

Course: INTERVIEWING SKILLS

Description: Tips to assist staff when participating in final selection interviews.

Length: 1 hour

Target Audience: Managers, Supervisors, and Le

Materials Available: ☒

Willing To Train Others: ☐

Court: Superior Court of California, County of Contra Costa
Contact: Dana Terrill 925/646-1194
dterr@sc.co.contra-costa.ca.us

Personnel Issues

Course: INTERVIEWING TIPS

Description: Interactive course on filling out applications, taking the test to interview, practice interviewing, and proofing resumes and applications.

Length: 3 hours

Target Audience: All Staff

Materials Available: ☒

Willing To Train Others: ☒

Court: Superior Court of California, County of San Bernardino
Contact: Glenda G. Lane 909/387-0193
glane@courts.sbcounty.gov

Course: JOB INTERVIEW SKILLS

Description: From the perspective of the employer or the applicant.

Length:

Target Audience: Entry Level, Supervisor

Materials Available: ☒

Willing To Train Others: ☒

Court: Superior Court of California, County of Kern
Contact: Rebekah Johnson 661/868-4633
rebekahjohnson@co.kern.ca.us

Course: PERFORMANCE APPRAISAL

Description:

Length:

Target Audience: Supervisor

Materials Available: ☒

Willing To Train Others: ☒

Court: Superior Court of California, County of Kern
Contact: Rebekah Johnson 661/868-4633
rebekahjohnson@co.kern.ca.us

Course: PERFORMANCE EVALUATIONS

Description: This class provides supervisors and managers with the skills to effectively and legally document performance and conduct reviews.

Length: 4 hours

Target Audience: Supervisors, Managers

Materials Available: ☐

Willing To Train Others: ☒

Court: Superior Court of California, County of San Diego
Contact: Personnel Department 619/531-4053
Lee.bebb@sdcourt.ca.gov

Personnel Issues

Course: PROFESSIONAL DEVELOPMENT

Description:

Length: 1.5 hours

Target Audience:

Materials Available: ☐

Willing To Train Others: ☐

Court: Superior Court of California, County of Imperial
Contact: Nancy Kizziah 760/482-4235
nancy.kizziah@imperial.courts.ca.gov

Course: RETIREMENT BENEFITS

Description: Eligibility, reciprocity, benefit calculations, options and beneficiaries, application process, medical benefits.

Length: 1 hour

Target Audience: Entry Level, Supervisor, Mana

Materials Available: ☐

Willing To Train Others: ☐

Court: Superior Court of California, County of Orange
Contact: Janet Hamlin Clinkscales 714/834-5983
jhamlin@occourts.org

Course: SO YOU WANT TO BE A COURTROOM ASSISTANT?

Description: This class will identify and define the duties and responsibilities of a courtroom assistant. Participants will learn techniques to prepare for a courtroom assistant position.

Length: 2 hours

Target Audience: Entry Level, Senior Level

Materials Available: ☒

Willing To Train Others: ☐

Court: Superior Court of California, County of Riverside
Contact: Pam Payne 909/955-6973
PPAYNE@co.riverside.ca.us

Course: WORKERS' COMPENSATION

Description: Contact court for more information.

Length:

Target Audience:

Materials Available: ☐

Willing To Train Others: ☐

Court: Superior Court of California, County of Tulare
Contact: Doreen Vitale 559/733-6561
dvitale@co.tulare.ca.us

Sexual Harassment

Course: PREVENTING SEXUAL HARASSMENT

Description: Contact court for more information.

Length: 4 hours

Target Audience: Entry Level, Supervisors, Man

Materials Available: ☒

Willing To Train Others: ☒

Court: Superior Court of California, County of Fresno
Contact: Patty Wallace 559/443-5560
PWallace@fresno.ca.gov

Course: SEXUAL HARASSMENT

Description: 2 AOC videos "Sexual Harassment Prevention"

Length: 180 min.

Target Audience: Supervisors, Managers

Materials Available: ☒

Willing To Train Others: ☐

Court: Superior Court of California, County of Shasta
Contact: Barbara Cook 530-245-6721
bcook@shastacourts.com

Course: SEXUAL HARASSMENT

Description: Identify behavior that may be unlawful, learn parameters of acceptable behavior, legal obligations.

Length: 2 hours

Target Audience: Entry Level, Supervisors, Man

Materials Available: ☒

Willing To Train Others: ☐

Court: Superior Court of California, County of Orange
Contact: Janet Hamlin Clinkscal 714/834-5983
jhamlin@occourts.org

Course: SEXUAL HARASSMENT

Description: AOC video "Sexual Harassment Prevention"

Length: 90 min.

Target Audience: Line Staff

Materials Available: ☒

Willing To Train Others: ☐

Court: Superior Court of California, County of Shasta
Contact: Barbara Cook 530-245-6721
bcook@shastacourts.com

Sexual Harassment

Course: SEXUAL HARASSMENT

Description: Awareness and prevention class is designed to raise the awareness of what sexual harassment is and how to deal with it should it occur.

Length: 3.5 hours

Target Audience: Entry Level, Supervisors, Man

Materials Available: ☒

Willing To Train Others: ☒

Court: Superior Court of California,
County of San Bernardino

Contact: Glenda G. Lane

909/387-0193

glane@courts.sbcounty.gov

Course: SEXUAL HARASSMENT

Description: Contact court for more information.

Length:

Target Audience:

Materials Available: ☐

Willing To Train Others: ☐

Court: Superior Court of California,
County of Tulare

Contact: Doreen Vitale

559/733-6561

dvitale@co.tulare.ca.us

Course: SEXUAL HARASSMENT AWARENESS

Description: The parameters of acceptable social interaction, guidelines, the complaint and appeal processes, and employee responsibilities.

Length: 3 hours

Target Audience: All Staff

Materials Available: ☒

Willing To Train Others: ☐

Court: Superior Court of California,
County of Riverside

Contact: Pam Payne

909/955-6973

PPAYNE@co.riverside.ca.us

Course: SEXUAL HARASSMENT PREVENTION

Description: Defines and discusses sexual harassment, details the court's policies and procedures, discusses responsibilities, and outlines courses of action through various scenarios.

Length: 3 hours

Target Audience: All Staff

Materials Available: ☒

Willing To Train Others: ☒

Court: Superior Court of California,
County of San Diego

Contact: Personnel Department

619/531-4053

Lee.bebb@sdcourt.ca.gov

Sexual Harassment

Course: **SEXUAL HARASSMENT PREVENTION**

Description: Defines sexual harassment and court's policy prohibiting it.

Length: 4 hours

Target Audience: All Staff

Materials Available: ☐

Willing To Train Others: ☐

Court: Superior Court of California,
County of Los Angeles

Contact: Ruth Goziker

818/576-8701

rgoziker@lasuperiorcourt.org

Stress Management

Course: **STRESS MANAGEMENT**

Description: Define stress and its sources; practice effective ways to manage stress.

Length: 4 hours

Target Audience: All Staff

Materials Available: ☐

Willing To Train Others: ☐

Court: Superior Court of California,
County of Los Angeles

Contact: Ruth Goziker

818/576-8701

rgoziker@lasuperiorcourt.org

Course: **STRESS MANAGEMENT**

Description: The physiology of stress and techniques for coping with stress.

Length: 1 hour

Target Audience: All Employees

Materials Available: ☐

Willing To Train Others: ☐

Court: Superior Court of California,
County of Santa Clara

Contact: Mike Terry

408/882-2864

MTerry@sct.co.santa-clara.ca.us

Course: **WHAT'S BUGGING YOU? ANGER MANAGEMENT**

Description: Recognize and label personal anger; identify anger triggers; use strategies to handle anger.

Length: 4 hours

Target Audience: All Staff

Materials Available: ☐

Willing To Train Others: ☐

Court: Superior Court of California,
County of Los Angeles

Contact: Ruth Goziker

818/576-8701

rgoziker@lasuperiorcourt.org

Team Building

Course: LEADERSHIP FOR RESULTS

Description: Vendor-packaged program explores effective leadership and team behaviors and principles.

Length: 5-10 half-day sessions **Target Audience:** All Staff

Materials Available: ☐ **Willing To Train Others:** ☐

Court: Superior Court of California, **Contact:** Ruth Goziker 818/576-8701
County of Los Angeles rgoziker@lasuperiorcourt.org

Course: WORK TEAMS AND THE WIZARD OF OZ

Description: Teamwork concepts are promoted as segments of the classic film are viewed.

Length: **Target Audience:** Non-supervisory employees

Materials Available: ☐ **Willing To Train Others:** ☐

Court: Superior Court of California, **Contact:** Mike Terry 408/882-2864
County of Santa Clara MTerry@sct.co.santa-clara.ca.us

Technology

Course: CLETS

Description: Basic usage to specific database access, auditions, regulations of use for the California Law Enforcement Telecommunications Act.

Length: 1+ hour

Target Audience: Entry Level

Materials Available: ☒

Willing To Train Others: ☐

Court: Superior Court of California,
County of San Luis Obispo

Contact: Gaye Clark
gclark@co.slo.ca.us

805/781-5146

Course: COMPUTER TRAINING

Description: Covers Windows 200 and Windows NT, MS Exchange, MS Word 97, Excel 97&2000, Intranet Use, Outlook 2000, civil, traffic, & criminal court management systems.

Length: 4 hours +

Target Audience: All Staff

Materials Available: ☒

Willing To Train Others: ☒

Court: Superior Court of California,
County of San Francisco

Contact: Adrienne Williams
awilliams@sftc.org

415/551-3621

Course: CRIMINAL RECORDS SECURITY

Description: Participants learn to identify confidential court records and to apply the appropriate restrictions to viewing.

Length: 4 hours

Target Audience: Entry Level, Supervisor, Mana

Materials Available: ☐

Willing To Train Others: ☐

Court: Superior Court of California,
County of Los Angeles

Contact: Ruth Goziker
rgoziker@lasuperiorcourt.org

818/576-8701

Course: E-MAIL

Description: Electronic mail: etiquette, rules, proper maintenance of account.

Length: 3 hours

Target Audience: All Staff

Materials Available: ☒

Willing To Train Others: ☐

Court: Superior Court of California,
County of Riverside

Contact: Pam Payne
PPAYNE@co.riverside.ca.us

909/955-6973

Technology

Course: GROUPWISE

Description: Basic and advanced functions of the court e-mail system.

Length: 3.5 hours

Target Audience: Entry Level, Supervisor, Mana

Materials Available: ☒

Willing To Train Others: ☐

Court: Superior Court of California, County of Orange
Contact: Janet Hamlin Clinkscal 714/834-5983
jhamlin@occourts.org

Course: GROUPWISE E-MAIL BASIC AND HOW-TO'S

Description: Basic e-mail functions such as sending, archiving, and filing e-mail. Also internet e-mail, security issues, and e-mail etiquette.

Length: 1 hour

Target Audience: Entry Level

Materials Available: ☒

Willing To Train Others: ☒

Court: Superior Court of California, County of Ventura
Contact: Lorraine Benavides 805/339-2925
lorraine.benavides@mail.co.ventura.ca.

Course: GROUPWISE I

Description: Training on court e-mail system, basic skills and information.

Length: 2.5 hours

Target Audience: Entry Level, Supervisor, Mana

Materials Available: ☒

Willing To Train Others: ☐

Court: Superior Court of California, County of San Mateo
Contact: Suzanne C. Allen 650/599-7454
sallen@co.sanmateo.ca.us

Course: GROUPWISE II

Description: Advanced techniques for e-mail system

Length: 1.5 hours

Target Audience: All Staff

Materials Available: ☒

Willing To Train Others: ☐

Court: Superior Court of California, County of San Mateo
Contact: Suzanne C. Allen 650/599-7454
sallen@co.sanmateo.ca.us

Technology

Course: IN-HOUSE APPLICATIONS

Description: MCS, SCS, CDIS, CAL, Banner, etc.

Length: Varies

Target Audience: Entry Level, Supervisor, Mana

Materials Available: ☒

Willing To Train Others: ☐

Court: Superior Court of California, County of Orange
Contact: Janet Hamlin Clinkscal 714/834-5983
jhamlin@occourts.org

Course: JURY FOR WINDOWS

Description: Technical instruction on accessing and using the jury trial software.

Length: 2 hours

Target Audience: Entry Level, Supervisor, Mana

Materials Available: ☐

Willing To Train Others: ☐

Court: Superior Court of California, County of Orange
Contact: Janet Hamlin Clinkscal 714/834-5983
jhamlin@occourts.org

Course: MACROS & TEMPLATES

Description: Technical class on how to using macros & templates in WordPerfect.

Length: 3.5 hours

Target Audience: Entry Level, Supervisor, Mana

Materials Available: ☒

Willing To Train Others: ☐

Court: Superior Court of California, County of Orange
Contact: Janet Hamlin Clinkscal 714/834-5983
jhamlin@occourts.org

Course: MICROSOFT WORD - BEGINNING

Description: This class covers the basics of "WORD" which includes: formatting, creating, saving, editing, printing, moving and copying text.

Length: 3 hours

Target Audience: All Employees

Materials Available: ☒

Willing To Train Others: ☐

Court: Superior Court of California, County of Riverside
Contact: Pam Payne 909/955-6973
PPAYNE@co.riverside.ca.us

Technology

Course: MS PUBLISHER

Description: Using templates to create quality flyers, banners, and certificates.
Modifying objects, customizing documents using text, graphics, Word
Art, shapes, lines, and more

Length: 1.5 hours

Target Audience: Supervisors & Managers

Materials Available: ☒

Willing To Train Others: ☒

Court: Superior Court of California,
County of Ventura

Contact: Lorraine Benavides 805/339-2925
lorraine.benavides@mail.co.ventura.ca.

Course: MS WORD

Description: Overview of basic MS Word functions such as creating, saving, and
opening a document.

Length: 1 hour

Target Audience: Entry Level, Supervisors, Man

Materials Available: ☒

Willing To Train Others: ☐

Court: Superior Court of California,
County of Ventura

Contact: Lorraine Benavides 805/339-2925
lorraine.benavides@mail.co.ventura.ca.

Course: OMNI FORM

Description: Technical training in using the Omni Form software.

Length: 3.5 hours

Target Audience: Entry Level, Supervisor, Mana

Materials Available: ☒

Willing To Train Others: ☐

Court: Superior Court of California,
County of Orange

Contact: Janet Hamlin Clinkscal 714/834-5983
jhamlin@occourts.org

Course: PERSONAL COMPUTER TIPS

Description: Contact court for more information.

Length: 4 hours

Target Audience: All

Materials Available: ☐

Willing To Train Others: ☐

Court: Superior Court of California,
County of Fresno

Contact: Patty Wallace 559/443-5560
PWallace@fresno.ca.gov

Technology

Course: **POWERPOINT**

Description: Provides hands-on experience using Power Point to create dynamic presentations.

Length: 6 hours

Target Audience: All Staff

Materials Available: ☒

Willing To Train Others: ☐

Court: Superior Court of California,
County of Riverside

Contact: Pam Payne

909/955-6973

PPAYNE@co.riverside.ca.us

Course: **TECHNOLOGY INTEGRITY**

Description: Confidentiality of protected information stored electronically; usage of the court's technology that preserves the professional image of the court.

Length: 90 min.

Target Audience: All Employees

Materials Available: ☐

Willing To Train Others: ☐

Court: Superior Court of California,
County of Santa Clara

Contact: Mike Terry

408/882-2864

MTerry@sct.co.santa-clara.ca.us

Course: **VISION TRAINING**

Description: Overview of Ventura Integrated system that includes case and citation entry, locating a specific person's record, collection, counter, fiscal distribution, records and exhibits

Length: 2 hours

Target Audience: Entry Level, Supervisors, Man

Materials Available: ☒

Willing To Train Others: ☐

Court: Superior Court of California,
County of Ventura

Contact: Lorraine Benavides

805/339-2925

lorraine.benavides@mail.co.ventura.ca.

Time Management

Course: **SPENDING QUALITY TIME AT WORK**

Description: Increasing the quality of work through the effective use of time.

Length: 2 hours

Target Audience: Supervisors & Managers

Materials Available: ☐

Willing To Train Others: ☐

Court: Superior Court of California,
County of Santa Clara

Contact: Mike Terry

408/882-2864

MTerry@sct.co.santa-clara.ca.us

Training

Course: CAREER ENHANCEMENT

Description: Fundamentals of career planning, career assessment, and goal setting.

Length: 3.5 hours

Target Audience: All Levels

Materials Available: ☒

Willing To Train Others: ☒

Court: Superior Court of California, County of Ventura
Contact: Lorraine Benavides 805/339-2925
lorraine.benavides@mail.co.ventura.ca.

Course: CLETS—CALIFORNIA LAW ENFORCEMENT TELECOMMUNICATION S

Description: Class meets the requirements for training all persons accessing or updating any California Law Enforcement Telecommunication System.

Length: 4 hours

Target Audience: All Employees

Materials Available: ☒

Willing To Train Others: ☐

Court: Superior Court of California, County of Riverside
Contact: Pam Payne 909/955-6973
PPAYNE@co.riverside.ca.us

Course: CUBS/RPCS COLLECTOR SCREENS

Description: Class provides the student with an understanding of when, how, and why to request credit reports.

Length: 3.5 hours

Target Audience: Financial Service Collection O

Materials Available: ☒

Willing To Train Others: ☐

Court: Superior Court of California, County of Riverside
Contact: Pam Payne 909/955-6973
PPAYNE@co.riverside.ca.us

Course: CUBS/RPCS INTRODUCTION

Description: Class provides an understanding of what type of data is stored on the Columbia Ultimate Business System and why to perform inquiry, data entry, and posting.

Length: 3 hours

Target Audience: Specific to collections

Materials Available: ☒

Willing To Train Others: ☐

Court: Superior Court of California, County of Riverside
Contact: Pam Payne 909/955-6973
PPAYNE@co.riverside.ca.us

Training

Course: CUBS/RPCS PROGRAMMING CLASS

Description: Class provides an understanding of how to develop custom reports using the Columbia Ultimate Business System.

Length: 3 hours

Target Audience: Specific to collections

Materials Available: ☒

Willing To Train Others: ☐

Court: Superior Court of California,
County of Riverside

Contact: Pam Payne

909/955-6973

PPAYNE@co.riverside.ca.us

Course: ONE-ON-ONE TRAINING

Description: This class teaches participants how to be an effective one-on-one trainer. Class covers the importance of good training, adult learning methods, and the six steps to effective training.

Length: 4 hours

Target Audience: All Levels

Materials Available: ☒

Willing To Train Others: ☒

Court: Superior Court of California,
County of San Diego

Contact: Personnel Department

619/531-4053

Lee.bebb@sdcourt.ca.gov

Course: ON-THE-JOB TRAINING

Description: Contact court for more information.

Length: Varies

Target Audience:

Materials Available: ☐

Willing To Train Others: ☐

Court: Superior Court of California,
County of Modoc

Contact: Linda Ostoja

530/233-6233

linda.ostoja@modoc.courts.ca.gov

Course: ON-THE-JOB TRAINING

Description: Program introduces the one-on-one model, and covers preparation for training, how to work with and encourage trainees, and following up on training.

Length: 1 day

Target Audience: Trainers, Lead Workers

Materials Available: ☒

Willing To Train Others: ☒

Court: Superior Court of California,
County of San Diego

Contact: Personnel Department

619/531-4053

Lee.bebb@sdcourt.ca.gov

Training

Course: PRESENTATION SKILLS

Description: Public speaking and visual aids.

Length: 3 hours

Target Audience: Entry Level, Supervisor, Mana

Materials Available: ☒

Willing To Train Others: ☐

Court: Superior Court of California, County of Orange
Contact: Janet Hamlin Clinkscal 714/834-5983
jhamlin@occourts.org

Course: TRAIN THE TRAINER

Description: The process and content of facilitating training sessions.

Length: 12 hours

Target Audience: Supervisors, Managers, Others

Materials Available: ☐

Willing To Train Others: ☐

Court: Superior Court of California, County of Los Angeles
Contact: Ruth Goziker 818/576-8701
rgoziker@lasuperiorcourt.org

Course: TRAIN THE TRAINER

Description: Contact court for more information.

Length: 6 hours

Target Audience: Entry Level, Supervisors, Man

Materials Available: ☒

Willing To Train Others: ☒

Court: Superior Court of California, County of Fresno
Contact: Patty Wallace 559/443-5560
PWallace@fresno.ca.gov

Course: TRAINING ONE-ON-ONE

Description: A workshop for people who train employees one on one. Includes how to craft learning objectives, design lesson plans, and deliver training.

Length: 2 half-days

Target Audience: Supervisors, Managers, Others

Materials Available: ☐

Willing To Train Others: ☐

Court: Superior Court of California, County of Los Angeles
Contact: Ruth Goziker 818/576-8701
rgoziker@lasuperiorcourt.org

Workplace Issues

Course: (DIS)ABILITY AWARENESS

Description: Presentation raises awareness, instills principles of conduct that are common to us all, and builds strategies of support to help overcome barriers arising from perceived differences.

Length: 3 hours

Target Audience: All Staff

Materials Available: ☒

Willing To Train Others: ☒

Court: Superior Court of California, County of San Diego
Contact: Personnel Department 619/531-4053
Lee.bebb@sdcourt.ca.gov

Course: ACCESSIBILITY

Description: 1 AOC video "Accessibility To The Courts For Persons With Disabilities"

Length: 90 min.

Target Audience: Line Staff

Materials Available: ☒

Willing To Train Others: ☐

Court: Superior Court of California, County of Shasta
Contact: Barbara Cook 530-245-6721
bcook@shastacourts.com

Course: ACCESSIBILITY

Description: AOC video "Accessibility To The Courts For Persons With Disabilities"

Length: 90 min.

Target Audience: Supervisors & Managers

Materials Available: ☒

Willing To Train Others: ☐

Court: Superior Court of California, County of Shasta
Contact: Barbara Cook 530-245-6721
bcook@shastacourts.com

Course: ADA

Description: Understand the laws, court policies, and issues associated with providing access to those with disabilities. Learn about resources, tools and techniques to accommodate persons with disabilities.

Length: 4 hour

Target Audience: All Staff

Materials Available: ☒

Willing To Train Others: ☒

Court: Superior Court of California, County of Alameda
Contact: David Abel 510/272-6124
dabel@alameda.courts.ca.gov

Workplace Issues

Course: ADA COMPLIANCE TRAINING

Description: An overview of CRC 989.5, Use of the MC410 Form, Federal ADA laws vs. State ADA Laws, and What is Legal Advice.

Length: 2-3 hours

Target Audience: All Court Personnel

Materials Available: ☒

Willing To Train Others: ☒

Court: Superior Court of California,
County of San Francisco

Contact: Adrienne Williams
awilliams@sftc.org

415/551-3621

Course: ADA INTRODUCTION

Description:

Length: 1 hour

Target Audience: All Staff

Materials Available: ☒

Willing To Train Others: ☐

Court: Superior Court of California,
County of Contra Costa

Contact: Dana Terrill
dterr@sc.co.contra-costa.ca.us

925/646-1194

Course: AMERICANS WITH DISABILITIES

Description: Basic information for court staff in regard to ADA.

Length: 3 hours

Target Audience: All staff

Materials Available: ☐

Willing To Train Others: ☐

Court: Superior Court of California,
County of Imperial

Contact: Nancy Kizziah
nancy.kizziah@imperial.courts.ca.gov

760/482-4235

Course: CULTURAL ASPECTS IN COURT

Description: Cultural sensitivity in court interpreting and proceedings.

Length: 2 hours

Target Audience: Entry Level, Supervisors, Man

Materials Available: ☒

Willing To Train Others: ☒

Court: Superior Court of California,
County of Ventura

Contact: Lorraine Benavides
lorraine.benavides@mail.co.ventura.ca.

805/339-2925

Workplace Issues

Course: DISABILITIES AWARENESS

Description: Learn how to give excellent service to customers and co-workers who have disabilities.

Length: 4 hours

Target Audience: All Staff

Materials Available: ☐

Willing To Train Others: ☐

Court: Superior Court of California,
County of Los Angeles

Contact: Ruth Goziker
rgoziker@lasuperiorcourt.org

818/576-8701

Course: HUMOR IN THE WORKPLACE

Description: Contact court for more information.

Length: 2 hours

Target Audience: Entry Level, Supervisors, Man

Materials Available: ☒

Willing To Train Others: ☒

Court: Superior Court of California,
County of Fresno

Contact: Patty Wallace
PWallace@fresno.ca.gov

559/443-5560

Course: VIOLENCE IN THE WORKPLACE

Description: Contact court for more information.

Length: 4 hours

Target Audience: Entry Level

Materials Available: ☒

Willing To Train Others: ☒

Court: Superior Court of California,
County of Fresno

Contact: Patty Wallace
PWallace@fresno.ca.gov

559/443-5560

Course: VIOLENCE IN THE WORKPLACE

Description: Guidelines to prevent workplace violence; techniques and appropriate actions, reporting and documentation requirements for the supervisor and manager.

Length: 4 hours

Target Audience: Supervisors, Managers

Materials Available: ☒

Willing To Train Others: ☐

Court: Superior Court of California,
County of Riverside

Contact: Pam Payne
PPAYNE@co.riverside.ca.us

909/955-6973

Workplace Issues

Course: **VIOLENCE IN THE WORKPLACE**

Description: Contact court for more information.

Length:

Target Audience:

Materials Available: ☐

Willing To Train Others: ☐

Court: Superior Court of California, Contact: Doreen Vitale 559/733-6561
County of Tulare dvitale@co.tulare.ca.us

Writing Skills

Course: EFFECTIVE BUSINESS WRITING

Description: Participants gain an understanding of the elements of effective writing. Exercises involve the participants in proofreading or writing e-mails, memos and letters.

Length: 4 hours

Target Audience: All Employees

Materials Available: ☐

Willing To Train Others: ☐

Court: Superior Court of California,
County of Santa Clara

Contact: Mike Terry 408/882-2864
MTerry@sct.co.santa-clara.ca.us

Course: EFFECTIVE WRITING

Description: Participants practice applying principles of effective business writing.

Length: 6 half-days

Target Audience: All Staff

Materials Available: ☐

Willing To Train Others: ☐

Court: Superior Court of California,
County of Los Angeles

Contact: Ruth Goziker 818/576-8701
rgoziker@lasuperiorcourt.org

Course: EFFECTIVE WRITTEN COMMUNICATION

Description: Basic grammar, punctuation and main points of memorandum, proposal, and report writing.

Length: 3 hours

Target Audience: All Staff

Materials Available: ☒

Willing To Train Others: ☐

Court: Superior Court of California,
County of Riverside

Contact: Pam Payne 909/955-6973
PPAYNE@co.riverside.ca.us

Course: ENGLISH BASICS

Description: Grammar and usage

Length: 12 2 hour classes

Target Audience: All Employees

Materials Available: ☐

Willing To Train Others: ☐

Court: Superior Court of California,
County of Santa Clara

Contact: Mike Terry 408/882-2864
MTerry@sct.co.santa-clara.ca.us

Writing Skills

Course: **GRAMMAR POWER**

Description:

Length:

Target Audience:

Materials Available: ☒

Willing To Train Others: ☒

Court: Superior Court of California, County of San Diego Contact: Personnel Department 619/531-4053
Lee.bebb@sdcourt.ca.gov

Course: **GRAMMAR POWER**

Description: Presents basic principles of grammar. Develop awareness of common errors and individual strengths and weaknesses including areas for additional study.

Length: 4 hours

Target Audience: All Levels

Materials Available: ☒

Willing To Train Others: ☒

Court: Superior Court of California, County of San Diego Contact: Personnel Department 619/531-4053
Lee.bebb@sdcourt.ca.gov

Course: **GRAMMAR REVIEW**

Description: Participants review standard American English grammar and apply it to common court writing projects.

Length: 5 half-days

Target Audience: All Staff

Materials Available: ☐

Willing To Train Others: ☐

Court: Superior Court of California, County of Los Angeles Contact: Ruth Goziker 818/576-8701
rgoziker@lasuperiorcourt.org

Course: **PROCEDURE WRITING**

Description: Introduction to writing procedures for one-on-one training, desk notes or manuals. Learn to break down tasks and use guidelines for clear and accurate procedures.

Length: 3.5 hours

Target Audience: All Levels

Materials Available: ☒

Willing To Train Others: ☒

Court: Superior Court of California, County of San Diego Contact: Personnel Department 619/531-4053
Lee.bebb@sdcourt.ca.gov

Writing Skills

Course: RESUME PREPARATION

Description: General refresher course with tools and information on how to write or update a resume and cover letter.

Length: 3 hours

Target Audience: Line Staff

Materials Available: ☒

Willing To Train Others: ☒

Court: Superior Court of California,
County of Alameda

Contact: David Abel

510/272-6124

dabel@alameda.courts.ca.gov

Course: WRITING A WINNING RESUME

Description: Express job goals and career objectives; write for the employer; use power words; compose a cover letter.

Length: 4 hours

Target Audience: All Staff

Materials Available: ☐

Willing To Train Others: ☐

Court: Superior Court of California,
County of Los Angeles

Contact: Ruth Goziker

818/576-8701

rgoziker@lasuperiorcourt.org

Course: WRITING FOR RESULTS

Description: Improve basic writing skills. Participants will demonstrate the use of active versus passive voice and apply guidelines for organizing, writing, and editing documents.

Length: 4 hours

Target Audience: All Levels

Materials Available: ☒

Willing To Train Others: ☒

Court: Superior Court of California,
County of San Diego

Contact: Personnel Department

619/531-4053

Lee.bebb@sdcourt.ca.gov

Course: WRITING FOR RESULTS

Description: Uses CJER materials to discuss common writing problems; guidelines.

Length:

Target Audience: All Staff

Materials Available: ☒

Willing To Train Others: ☐

Court: Superior Court of California,
County of Kern

Contact: Rebekah Johnson

661/868-4633

rebekahjohnson@co.kern.ca.us

Writing Skills

Course: **WRITTEN COMMUNICATION**

Description: Basic writing skills and grammar.

Length: 4 hours

Target Audience:

Materials Available: ☐

Willing To Train Others: ☐

Court: Superior Court of California, County of Imperial Contact: Nancy Kizziah 760/482-4235
nancy.kizziah@imperial.courts.ca.gov
